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ABSTRACT

Designed for use in a self-paced, open-entry/open-exit vocational training program for receiving clerks, this curriculum guide is one of six for teachers of adult women offenders from a correctional institution. Module topic outlines are presented on nine topics: introduction to receiving clerk; modern receiving; when a shipment arrives; a system of safeguards; marking the merchandise; distribution; correction department; employment outlook; and receiving clerk on-the-job experience. For each topical area the concept, performance objectives, generalizations, occupational competencies, suggested learning activities, and criterion-referenced measures are listed. A job description and career ladder are included. Prototype individualized learning packages for student use and a prototype student training plan for simulated and/or on-the-job experience are appended. (The final report of the project to develop and field test the six guides is CE 017 808). (Author/JH)

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RECEIVING CLERK COURSE

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FOREWORD

This curriculum guide was planned to be used by an instructor/supervisor in connection with the use of a publication called Receiving Clerk: A Programmed Course for Occupational Training. The guide includes outlines for nine modules: Introduction to Receiving Clerk, Modern Receiving, When a Shipment Arrives, A System of Safeguards, Marking the Merchandise, Distribution, "Correction" Department, Employment Outlook, and Receiving Clerk On-the-Job Experience.

The receiving clerk course was designed to fill a need for a training program for receiving clerk and requires little formal presentation from the instructor/supervisor of the program. Trainees in the program are to receive evaluative appraisal on projects completed and on all performance of on-the-job experiences.

The course should be completed at the trainee's own pace of learning. Upon successful completion of the course, the trainee receives a Certificate of Achievement for Receiving Clerk signed by the receiving clerk instructor/supervisor.

Occupational competencies are derived from V-TECS Catalogs task analyses whenever possible. All V-TECS references for Receiving Clerk may be found in A Catalog of Performance Objectives, Criterion-Referenced Measures and Performance Guides for Cashier-Checker. This source may be helpful to the instructor in providing additional information for instructional purposes.

This publication was adapted from training materials developed by the University of Texas Instructional Materials Laboratory.*

*Ritch, Kelly. Receiving, Checking, Marking. (Austin: Instructional Materials Center, The University of Texas at Austin, 1969)

The "Instructional Objectives" listed for each module topic specify trainee performance to be demonstrated upon completion of instruction. In the Module Topic Outline under "Criterion-Referenced Measures" are listed performance guides relating to each objective. The occupational "Competencies" listed in the Module Topic Outline refer to competencies the graduate of the training program would be able to perform on the job. The assumption is that trainees will be able to perform the listed competencies in an actual work setting if they can demonstrate satisfactory achievement of instructional objectives on the basis of criterion-referenced performance evaluation.

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*Further information on Copyright Law and procedures used to obtain permission to duplicate copyrighted materials may be obtained from the Association of American Publishers, 1707 L Street, N.W., Suite 480, Washington, D.C. 20036, or may be found in December, 1977 issue of Phi Delta Kappan, page 284.

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INTRODUCTION

Receiving clerks do clerical work to keep track of goods transferred from one place to another. They check to see whether their employer's orders have been correctly filled and if each shipment has arrived in good condition. A typical job description for receiving clerk worker is presented on page 3.

The curriculum for Receiving Clerk includes a module topic outline to be used by the instructor. The module topic outlines which follow serve as a guide for instruction and include the module title, behavioral objective, suggested time (minimal) for the section, occupational competencies, performance evaluation, teaching-learning strategies, references, and materials needed for instruction. Only major references are cited for use in teaching the modules, but instructors are encouraged to include other references in their classes (see References).

The course is to be completed at the trainee's own pace of learning. Upon completion of all the training program requirements, the trainees would receive a certificate of achievement similar to that presented on page I-9 of Receiving Clerk: A Programmed Course for Occupational Training. Such a certificate would be useful to the graduate when contacting a potential employer.

PROFESSIONAL NOMENCLATURE

Competency - One of the distinct major activities involved in the work performed on the job in a given occupational role.

Criterion-referenced measure - An exercise based upon an instructional objective, the accomplishment of which measures attainment of that objective.

Curriculum guide - A set of occupational training materials to be used for a course, including modules containing instructor and student resources.

Instructional objective - A statement in precise, measurable terms of a particular behavior to be exhibited by a trainee under specified conditions in a classroom or laboratory setting.

Instructor - Teacher/work supervisor who facilitates instruction using this curriculum guide in a group or individualized setting.

Module - A unit of instruction within a curriculum guide containing module topic outlines for the instructor and materials for use with students (i.e., individualized learning packages, programmed instruction, or group lesson plans. A module is a separate, self-contained, and non-sequential unit to be used singly or in combination with other modules.

Task analysis - A process of reviewing actual job content and context in business and industry for application to the development of instructional objectives, criterion-reference measures, and quality control within a program of vocational-technical education. V-TECS catalogs are derived from such a task analysis.

Trainees - Students who would receive instruction in an occupational training program based on this curriculum guide.

RECEIVING CLERK JOB DESCRIPTION¹

A receiving clerk does clerical type work. Main responsibilities include receiving, unpacking, and examining goods shipped to an establishment and verifying completeness of shipments against bills of lading, invoices, and other records. Other responsibilities are: (1) keeping records of goods received, (2) rejecting damaged goods and corresponding with shippers to rectify damages.

¹U.S. Department of Labor, Dictionary of Occupational Titles (Washington: Government Printing Office, 1965), 162.158, 922.137, 929.138, 223.387.

Receiving Clerk Job Description¹*

Definition and Role:

A receiving clerk is a member of a clerical team who enables business firms to keep track of goods transferred from one place to another.

Reporting Relationships:

The receiving clerk will normally report to the head receiving clerk.

Responsibilities and Duties

When serving the needs of a manufacturing company, wholesaler, or other business firm, duties shall follow procedures established by the firm. Duties may include but are not limited to the following:

- Check if orders have been filled correctly
- Check to see if merchandise has arrived in good condition
- Maintain records of all incoming shipments
- Do clerical work related to damaged or lost shipments
- Route shipment to proper department or stockroom

Qualifications:

- Ability to write legibly
- Dependable
- Interest in learning the business
- Previous suitable experience, or completion of an appropriate training program
- High school graduate preferred or willingness to complete G.E.D.

¹U.S. Department of Labor, Dictionary of Occupational Titles (Washington: Government Printing Office, 1965)

*Note: Further information concerning employment outlook, earnings and working conditions is included in trainee "Assignment 22".

CAREER LADDER IN

Level	Dot. No.	Existing Titles	Proposed Titles
Top	*	Head Manager/Owner	
Step	162.158	Purchasing Agent	
Professional/ Managerial	* 922.137	Traffic Manager or Industrial Traffic Mgr.	
Step	929.138	Head Receiving Clerk/ Warehouse Manager	
Entry	223.387	Stock Clerk	

*Title from source other than D.O.T.

RECEIVING CLERK

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Work Description	Minimum Qualifications
Supervises all employees, may approve all purchase orders and disbursements of funds. Makes major managerial decisions.	College degree preferred plus managerial skills, <u>or</u> several years experience as asst. manager or supervisor of large segment of a diverse company.
Oversees the purchase function for the organization including buying all items to be resold in the individual departments. May include warehouse responsibilities. May oversee the warehouse traffic manager(s). May be responsible for securing service contracts for service functions (i.e., cleaning the building interior, securing needed equipment). May negotiate competitive prices for goods and services. May be responsible for periodic checks on inventory.	College degree preferred plus managerial skills, <u>or</u> 2 years college or business school; related business courses.
Oversees and/or designates the flow or traffic from one part of the factory to another and incoming and outgoing shipments (industrial). May control the floor internally (i.e., distributing materials to the various departments). May designate how shipments should be made as materials leave the location.	High school plus 2 years college preferred, <u>or</u> equivalent experience as warehouse manager or similar responsibilities. Experience in supervising lower-level personnel.
Trains and supervises stock clerks and oversees all receiving room activities performed. Checks and approves all claims reported. Keeps accurate records of items received and stocked. Provides current list of inventory to Purchasing Agent.	High school diploma preferred. Ability to communicate orally and in writing. Mathematical and organizational skills.
Files, checks addresses, attaches labels and checks items included in shipments....Helps to control the flow of goods received, stored, and issued...receives and unpacks merchandise or material....checks items against outgoing orders for quality and quantity...makes minor repairs or adjustments...reports damaged or spoiled goods.	Completion of high school recommended. Skills in written and oral communication. Manual dexterity.

¹From Bureau of Labor Statistics, Employment Outlook for Shipping and Receiving Clerks, Stock Clerks (Washington: Government Printing Office, 1976). (Stock Number 029-001-01427-9)

LIST OF TERMS

Accessible - Obtainable; easy to approach.

Apron - A form attached to the invoice giving detailed shipment information, including discrepancies, department numbers, order numbers, terms, routing information, and the date checked.

Bill of lading - The carrier's receipt for goods received to be shipped.

Bulk marking - Marking only the container, leaving individual units inside to be marked with prices later.

Carrier - A person, company, or corporation engaged in transporting goods for hire.

Chafing - Wear caused by friction.

Checking merchandise - The process of verifying the quality and quantity of merchandise received.

Discrepancy - Variance; an instance of being in disagreement with a standard, such as an invoice, a packing slip, or a waybill.

Distribution - Act of transporting merchandise from one point in a store to another on a planned, orderly basis.

Invoice - An itemized statement of merchandise shipped or sent to a purchaser listing the quantity, value, prices, and charges involved.

Jobber - One who buys merchandise from importers or producers and sells to dealers; wholesaler.

Liaison - The act or channel for coordinating activities.

Manufacturer - One who produces items for resale; an employer.

Maintenance - The upkeep of property or equipment.

Mechanized - Equipped with mechanical aids for efficiency and protection of personnel.

Memorandum - A statement of the terms of a shipment sent with the privilege of return if not sold.

Packing slip - A complete list of each item contained in a shipment of merchandise from the manufacturer to the retailer.

Perishable - Subject to destruction or deterioration.

Prefix - To set or fix beforehand.

Reserve stock - Merchandise that is not needed or wanted on the selling floor at the time it is received.

Turnover - A cycle of purchases, sales, and replacement of a stock of goods.

Vendor - One who vends; a wholesaler or manufacture.

Waybill - A document issued with every shipment of freight, giving details regarding the merchandise, route, and charges.

Wholesaler - One who is engaged in the business of selling to retailers rather than to consumers.

Pre- and Post-Test*

Receiving Clerk

1. What opportunities does a trainee have to study the entire store when working in a receiving operation?
2. What can a trainee learn about the merchandise carried?
3. What is the most important factor in the success of a business?
4. What is one of the major problems confronting retailing today?
How have some retailers dealt with this problem?
5. Why is it important to use equipment (trucks, dollies, etc.) to move lightweight material as well as heavy materials?
6. What rules should a trainee or receiving clerk observe concerning the care of marking machines?

*This instrument was used by research project personnel in pilot-testing the indicated portions of the material with trainees.

7. Name and describe three kinds of hand trucks.
8. For what reasons should a two-wheeled truck be taken out of service?
9. How can muscle strain be avoided when a person is using a two-wheeled truck?
10. Why should the handle of a truck be kept in an upright position when not in use?
11. How can back strain be avoided when you are moving heavy merchandise in a wheelbarrow?
12. List the information that the receiving clerk should check on the freight bill.
13. What should the receiving clerk do if a box or package is found damaged?

14. There is one operation which is frequently, but not always, performed when a shipment is received. What is it? Why is it sometimes omitted?

15. What is the identification procedure for merchandise received?

16. What information is recorded on the receiving form?

(On Post Test Only)

Using the information you have learned, perform the tasks below and rate yourself. A supervisor will also rate you.

	E - Excellent S - Satisfactory U - Unsatisfactory	
Task	Rating of Trainee/Comments	Rating of Trainee/Comments
1. Prepare a list of safety rules and regulations set forth by your training station. You may consult your supervisor.		
2. Keep a written record of all entering merchandise.		

Pre- and Post-Test Key

1. A trainee has the opportunity to study merchandise lines, store systems and procedures, and the people in the organization.
2. The quantity of each item usually purchased by the store, the items that are fast or slow movers, the style and types of various lines, the methods of packaging and labeling, and the approximate cost of the store's merchandise items.
3. The people who work there.
4. One of the major problems confronting retailers is increased costs. Some retailers have cut receiving and storage costs drastically. Wherever possible, they have moved goods directly from the delivery truck to the selling floor.
5. You can carry more.
6.
 - a. Brush machines daily.
 - b. Keep ink pads clean and well inked.
 - c. Use perfect type only.
 - d. Turn off power and cover machine when not in use.
 - e. Notify the department head or the store manager when the machine does not work properly.
 - f. If the tags do not have a clean, smooth edge, have the tag knife inspected.
7.

a. Two-wheeled hand trucks b. four-wheeled hand trucks c. wheelbarrows	(The coordinator will evaluate the trainee's descriptions.)
--	---
8. When a cracked or split handle or a defective axle or wheel is noticed.
9. Balance the load over the wheels.
10. So no one will trip over it.
11. Keep your back upright and lift with your legs.
12.
 - a. Store name
 - b. Shipper's name
 - c. Number of pieces in the shipment
 - d. Weight
13. If a box or package is found damaged, the clerk should make a note of this on the carrier's receipt. A copy should be kept in case a claim is filed for loss or damage.

14. Weighing. Most small stores omit this process because they do not have scales or sufficient space, but most larger stores follow this practice.
15. Immediately after the shipment has been marked on the receiving record, it must be identified. The receiving clerk must assign an official receiving number to the shipment, and each package or box in the shipment must be marked. The clerk also writes on each carton with crayon or marking pencil the receiving number assigned to the shipment, the number of the department for which the goods are intended, and the number of packages in the shipment.
16.
 - a. Shipper's name
 - b. Weight of the shipment
 - c. Charges and type of transportation
 - d. Time of arrival
 - e. Condition of package
 - f. Invoice number
 - g. Amount

Module Topic: Introduction to Receiving Clerk

Generalization: *Many routines and methods were established years ago and have changed very little in general merchandising. To be successful in general merchandising, a broad view of the whole operation is essential. Many store executives started in receiving, checking and marking departments where much can be learned about general merchandising.*

Instructional Objectives:

Given programmed materials and specifications for completing introductory portion of receiving clerk programmed course, orally demonstrate an understanding of three procedures to follow for completing the course for receiving clerk to instructor's satisfaction.

*This material was pilot tested by research project personnel.

CompetenciesCriterion-Referenced Measures

1. Follow written directions for completing assigned task.

1. Oral listing of three procedures to follow for completing the course for receiving clerk.

Teaching-Learning Strategies

References

Materials, Media,
& Other Resources

- Have trainee read introductory pages of receiving clerk materials.

Appendix A,
Introduction to
Receiving Clerk
Trainee Material

Appendix A

RECEIVING CLERK: A Programmed Course
for Occupational Training¹

¹All appendixes are adapted from Kelly Ritch, Receiving, Checking, Marking (Austin: Instructional Materials Center, The University of Texas at Austin, 1969). Used by permission.

RECEIVING CLERK

Course Overview

A receiving clerk does clerical work to keep track of goods transferred from one place to another. They check to see whether their employer's orders have been correctly filled and if each shipment has arrived in good condition.

Jobs for the receiving clerk are available in large factories, warehouses, and stores. A typical job description for the receiving clerk is presented on page 2. In order for the receiving clerk to take advantage of the opportunities available, the worker must learn to be dependable, accurate, accept responsibility, follow instructions, take an interest in the business, write legibly, and be able to work under close supervision.

The course for Receiving Clerk is presented in two parts. Part One is called the RECEIVING CLERK WORKBOOK. It covers important information for you to learn and describes projects you should do to develop your skills. Part Two is called ON-THE-JOB EXPERIENCES, which gives you, the trainee, a chance to practice job skills. You need to work closely with a supervisor while taking the course.

Now, before you begin the course, read and sign the training agreement on page Ask your supervisor to sign it, too.

Good luck!

RECEIVING CLERK
TRAINING AGREEMENT

I, _____, agree to:

First - Read the Course Introduction

Second - Complete the Receiving Clerk Workbook

Third - Perform all On-the-Job Experiences on
the training plan at a satisfactory
or higher level of achievement as
rated by a receiving clerk supervisor

Signed (trainee) _____

Witness (supervisor) _____

Date _____

INTRODUCTION

This trainee workbook is different from most books you have read because you will be asked to write in the answers to questions at the end of each assignment. You will work at your own speed.

This workbook is divided into seven sections and includes 22 assignments. For each assignment, read the information provided carefully. Then test yourself by answering each question at the end of the assignment. You may check the answers to the questions as you go along. For any questions that you miss, go back and read the information again. Do this until you understand what the correct answer to the question should be. This is an important part of your training program as a receiving clerk.

The projects listed at the end of the assignments are to be completed after you are able to correctly answer all assignment questions. These projects will give you a chance to develop important skills. Each project should be kept in a notebook for future reference and discussed with your supervisor.

Now, read the instructions on the next page. Then complete the practice questions. This will help you learn to use the workbook and to answer questions for each assignment. When you are ready, read carefully through Sections 1-7. Take as much time as you need to correctly answer questions in each section. This will help to prepare you to become a receiving clerk.

INSTRUCTIONS FOR QUESTIONS Keep the right side of this page covered. Read the question below and write the answer on a separate sheet of paper. Now take the cardboard away from the right side of the page and look at the printed answer in the book. Is it the same as yours? If you have a different answer, then your answer is wrong. Go back and read the information for the assignment again. You should get the right answer. Then you go on to the next question or frame. If you have a question or if you are not sure of the question, ask your supervisor for help.	
This program is an occupational training course for:	Receiving clerk
The first part of the course was to:	Read the Course Introduction
The second part of the course is to:	Complete the Receiving Clerk Workbook
The third part of the course is to:	Perform all On-the-Job Experiences
Now that you got these right, you are ready to begin Assignment 1. Good Luck!	

Module Topic: Modern Receiving

Generalization: *Fresh approaches to receiving operations are in great demand. The pressures of modern retailing demand that merchandise flow in a fast, uninterrupted movement from the vendor to the selling area. The expense of today's receiving operations has a bearing on one of retailers' major problems: rising costs.*

Instructional Objectives

1. Given questions relating to assignments 1, 2, 3 and 4, state the answers with 80% accuracy according to the programmed answer keys.
2. Given projects relating to assignments 1, 2, 3 and 4, complete all projects to the satisfaction of the instructor.
3. Given a simulated incoming shipment of merchandise, practice four receiving operations necessary in receiving the shipment and practice at least two safety procedures when lifting heavy materials, carrying materials, and when piling or stacking materials, according to instructions used in class and to the instructor's satisfaction.
4. Given a situation for performing three receiving operations, perform the operations exhibiting responsible attitudes to the instructor's satisfaction.
5. Given a layout of the training station's receiving area, prepare a revised layout which is mechanized for more efficient operation with accompanying list of equipment to be used.

*Appendix B-1 through B-23 was pilot tested by research project personnel.

Competencies	Criterion-Reference Measures
1. Receive incoming shipments of merchandise.	1. Completion of programmed material and projects on receiving operations, merchandising, the receiving process, and safety procedures to the instructor's/supervisor's satisfaction.
2. Practice safety procedures.	
3. Exhibit responsible attitudes in performing receiving operations.	1. Demonstration of responsible attitudes and sincere interest in training activities according to the instructor's/supervisor's effective methods of assessment. 2. Effective assessment of trainee's interest and ability to successfully complete assigned material.

Teaching-Learning Strategies**References**

**Materials, Media,
& Other Resources**

- Have trainees complete assignments 1-4.

- V-TECS, p. 103

App. B, Modern
Receiving

- Use positive reinforcement to encourage trainees' accomplishments in receiving clerk course.

Appendix B

SECTION 1: MODERN RECEIVING

Assignment 1

RECEIVING OPERATIONS -- AN OVERVIEW

Opportunities in Receiving, Checking, and Marking

Distributive Education students are eager to learn, to take on new responsibilities, and most of all, to succeed in the business field. Learning the necessary tasks for a particular job usually isn't too difficult, nor is the acceptance of new responsibilities in a particular area. But to be successful in general merchandising, a broad view of the whole operation is essential. In this respect, the receiving, checking, and marking departments are good places to start.

Why? These departments offer a new employee an opportunity to study several important things, including (1) merchandise lines, (2) store systems and procedures, and (3) the people in the organization.

Many store executives started in receiving, checking, and marking departments. And more and more training programs being developed by large department and chain stores require that trainees begin in this area. Employers know that in these departments the new employee can develop a wide understanding of the retail trade.

A chance to study merchandise. Every retail business carries thousands of items--items that ambitious employees should know by their correct names and classifications. All store merchandise must pass through receiving, checking, and marking. Thus a trainee in these departments is exposed to the store's complete merchandise lineup.

The employee learns which are quality lines and which are inexpensive. At the same time, he/she has a chance to examine the distinguishing features

of all the lines and to understand the advantages and disadvantages of each.

The careful observer can learn much more: such helpful hints, for example, as the quantity of each item usually purchased by the store, styles and types of various lines, methods of packaging and labeling, items that are fast or slow movers, and the approximate cost of the store's merchandise items.

Store systems and procedures. Retail businesses operate by definite rules and routines, as the receiving-checking-marking employee soon learns. Here, one is exposed especially to the system used by the store for buying and selling merchandise. He/she gets acquainted with such items and practices as terms, datings, discounts received, special charges, transportation, and routines for getting merchandise to the selling floor. Also he/she learns the procedures for dealing with orders, requisitions, bills of lading, and invoices--all essential parts of the "paper work" in retail trade.

Stores must have their systems, and managers and department heads must be acquainted with them. An employee can be considered for promotion and advancement only after mastering these basic fundamentals.

People ARE important! A business cannot function at all without the people who run it. It is important for a trainee to get to know these people, what they do, and how they do it.

First of all, a new employee must learn to work cooperatively with the supervisor and people in his or her own department. At the same time, however, the receiving operations employee gets to know buyers, salespeople, office personnel, and most everyone else in the store. This gives him/her

two advantages: (1) The benefits of observing likable workers whose character traits he/she may wish to imitate. (2) Acquaintance with other employees may be helpful in getting promoted into the department of his/her choice.

New Concepts in Receiving

Fresh approaches to receiving operations are in great demand. Many routines and methods were established years ago and have changed very little. The pressures of modern retailing demand that merchandise flow in a fast, uninterrupted movement from the vendor to the selling area. Any delay along the line can be expensive and damaging competitively.

The expense of today's receiving operations has a bearing on one of retailers' major problems: rising costs. This is a factor in the success of discount houses. These operations have cut receiving and storage costs drastically by moving merchandise directly from the delivery truck to the sales floor, wherever possible. In doing so, they have eliminated or reduced costly duplication in receiving operations.

A New York transportation company has offered to deliver ready-to-wear directly from the manufacturer to efficiency-minded retailers. The vendor is asked to leave the dresses on the racks. These racks are then wheeled into the delivery truck and from there onto the selling floor, where the dresses are ready for the customer--without even a wrinkle!

INSTRUCTIONS FOR QUESTIONS Keep the right side of this page covered. Read the question below and write the answer on a separate sheet of paper. Now take the cardboard away from the right side of the page and look at the printed answer in the book. Is it the same as yours? If you have a different answer, then your answer is wrong. Go back and read the information for the assignment again. You should get the right answer. Then you go on to the next question or frame. If you have a question or if you are not sure of the question, ask your instructor/supervisor for help.	
1 What opportunities does a trainee have to study the entire store when working in a receiving operation?	A trainee has the opportunity to study merchandise lines, store systems and procedures, and the people in the organization.
2 What can a trainee learn about the merchandise carried?	The quantity of each item usually purchased by the store, the items that are fast or slow movers, the style and types of various lines, the methods of packaging and labeling, and the approximate cost of the store's merchandise items.
3 What is the most important factor in the success of the business?	The people who work there.

4

What is one of the major problems confronting retailing today? How have some retailers dealt with this problem?

One of the major problems confronting retailers is increased costs. Some retailers have cut receiving and storage costs drastically. Wherever possible, they have moved goods directly from the delivery truck to the selling floor.

-

Assignment 2

MECHANIZING THE RECEIVING PROCESS

Mechanized Unloading Methods

Some large retailers have equipped warehouse receiving points with facilities for unloading freight cars as well as tractor-trailers.

Merchandise may be removed by forklift trucks capable of carrying up to two tons. In this case, the cargo is then placed on wooden pallets for transfer to checking and marking areas. If the shipment consists only of individual cartons, a portable roller conveyor is used. It runs from the end of the freight car or truck to a stationary roller conveyor extending through the middle of the receiving area. From there the

merchandise is moved, sometimes by hand, to checking and marking areas.

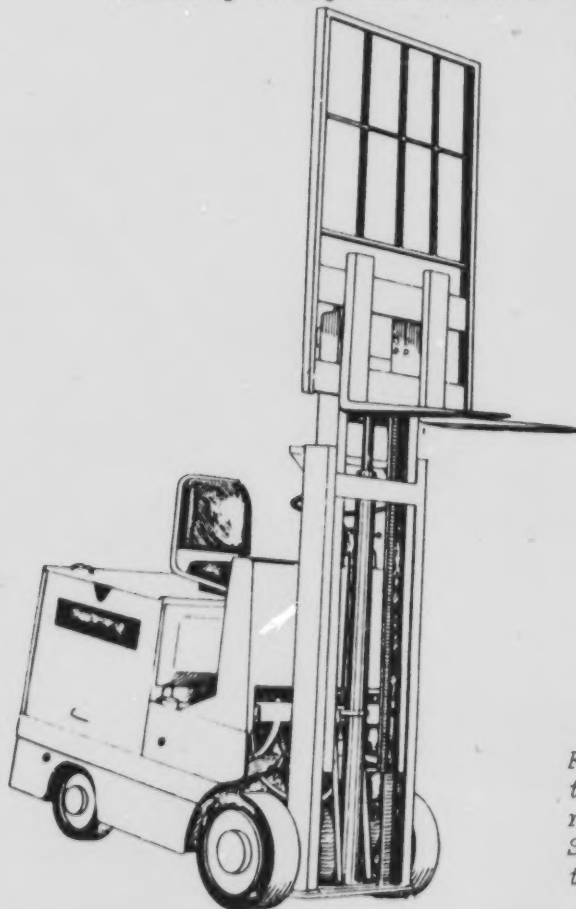


Figure 1: This counterbalanced forklift truck makes quick work of unloading a railroad car. (Drawing courtesy of Federal Supply Service, General Services Administration)

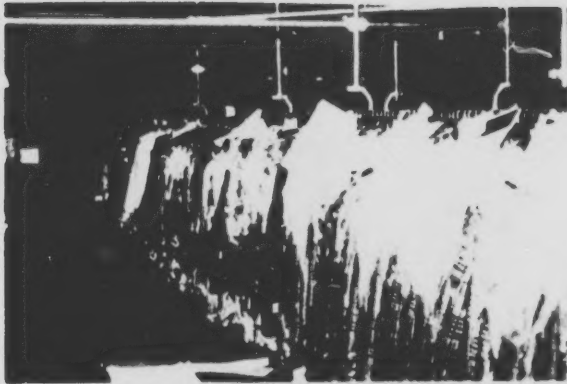


Figure 2: Some stores use overhead conveyors to transport ready-to-wear from the receiving point through processing and on to storage or sales areas.

At checking stations, goods are unpacked, placed on large wooden trays, checked against the invoice, and examined for breakage. Then they are moved along the conveyor to a separate marking section. Switches off the main track may make it possible to move the goods to any desired point in the marking section.

Overhead conveyors can carry hanging merchandise, such as garments stored on racks, from the receiving point through checking and marking. Then they are moved on to storage and selling areas.

Obviously, the efficiency of the receiving operation depends partly on physical equipment. In addition to those already named, many other labor saving devices have been designed. For example, supermarkets sometimes attach a mechanical counter or tabulator to a roller conveyor. As the cartons move down, they are recorded by the counting device. At the same time, a clerk notes the type of merchandise in the cartons. When the unloading is completed, the tabulator's total must agree with the invoice, or the shipment will be questioned.

Electronic Equipment

Receiving operations are a good area for developing electronic methods to control manual operations. Large retailers may someday move many of their goods from storage areas to the customer with push-button ease. Warehouses where a customer's order is assembled automatically are already in operation. The item is taken from a storage bin, packed, wrapped, and transported to a delivery station, all without direct human contact.

INSTRUCTIONS FOR QUESTIONS Keep the right side of this page covered. Read the question below and write the answer on a separate sheet of paper. Now take the cardboard away from the right side of the page and look at the printed answer in the book. Is it the same as yours? If you have a different answer, then your answer is wrong. Go back and read the information for the assignment again. You should get the right answer. Then you go on to the next question or frame. If you have a question or if you are not sure of the question, ask your instructor/supervisor for help.	
1 Explain how in a mechanized receiving area you would move a small incoming shipment from the carrier to checking and marking areas.	If the shipment consists only of individual cartons, a portable gravity roller conveyor can be used. It runs from the freight car or truck to a stationary roller conveyor extending through the middle of the receiving area.

2 What is the purpose of overhead conveyors?	To transport hanging merchandise, such as garments stored on racks, from the receiving point through checking and marking and then into storage and selling areas.
3 How is a mechanical counter or tabulator attached to a roller conveyor used?	As the cartons roll down this conveyor from the carrier, they trip the mechanical counter. At the same time a clerk checks off the type of merchandise in the cartons. The total indicated on the tabulator must agree with the number charged to the store.

Projects

1. Describe how you would mechanize your training station's receiving area for a more efficient operation. Prepare a layout and list the equipment to be used.

Assignment 3

SAFETY - PART I

The Use of Receiving Equipment

Receiving operations require that employees handle large amounts of merchandise and freight. Since some hazard may be involved, a knowledge of safety measures is wise.

Various mechanical devices are often used to reduce these hazards as well as the drudgery and time in doing a job. The trucks, dollies, and similar equipment in the checklist near the end of this section were designed with these purposes in mind. Yet, in many instances, workers ignore equipment which would make their job safer and easier. Certainly, if the equipment is there, it should be used routinely. It's a good idea to get acquainted with the tools that your employer provides. Do this at the very first, perhaps during your orientation sessions.

Caring for Equipment

The employee should be alert to the maintenance needs of the equipment that is used. Loose bolts should be tightened before they drop out or threads are stripped. Grease should be applied to wheel bearings occasionally (but when oil or grease is applied, care should be taken that merchandise on the truck or dolly is not damaged).

If a store is equipped with marking machines, the following rules should be observed:

1. Brush machines daily.
2. Keep ink pads clean and well inked.
3. Use only perfect type.

4. Turn off power and cover machine when not in use.
5. Notify the department head or store manager when machine does not work properly.
6. If the tags do not have clean, smooth edges, have the tag knife inspected.

Handling of Materials

Aids for "hand" handling. Transporting materials by hand alone can be a slow and sometimes hazardous process. Fortunately, handling aids are available for specialized jobs or for handling difficult materials. These aids are designed for specific purposes and should be kept in good repair.

Specialty handling equipment is used for lightweight materials as well as heavy. With lighter merchandise, the motive is to speed things up. An employee can carry much more on a truck than in his or her arms.

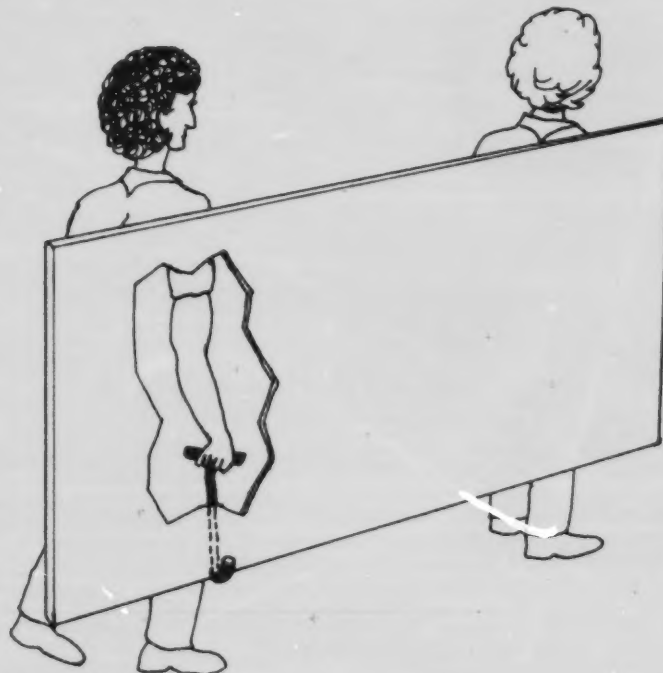


Figure 3: Special hooks have been devised for carrying sheet materials too large for hand grips.

Sometimes, a handling instrument is nothing more than a simple "inclined plane" of the type you first studied in grade school. But its simplicity doesn't detract from its usefulness. A gangplank, as it is known in the trade, is useful in lowering heavy bales and crates from the tailgate of a trailer or truck. If you do this type of work often, you should learn how to slide heavy items off the tailgate gently to avoid damage.

Many times, however, the loading dock will be level with the average truck bed, and there will be no need to raise or lower freight. In these circumstances, two-wheeled trucks and other very mobile handling aids can be used.

Two-wheeled hand trucks. Two-wheeled hand trucks are easier to use than four-wheeled trucks, but there are still some rules to follow. The need for them is made evident by the number of accidents in which two-wheeled trucks are involved. For this type of truck, observe the following precautions:

1. Keep the center of gravity of the load as low as possible, placing heavy objects at the bottom.
2. Place the load well forward so that the weight will be carried by the axle and not by the handles of the truck.
3. Place the load so that it will not slip, shift, or fall off. Load only to a height which will allow a clear view ahead.
4. Let the truck carry the load. The operator should maintain only its balance and provide the motive power.
5. Never walk backward with a truck.
6. When going down an incline, keep the truck ahead of you. When going up an incline, keep the truck behind you.
7. Move trucks at a safe speed. Do not run; keep the truck constantly under control.

Some two-wheeled trucks have specific purposes and should be used for these only. For example, a curved-bed truck has been designed for handling drums or other round materials.

Trucks should be inspected daily, lubricated at least once a week, and kept in good repair. When a cracked or split handle or defective

axle or wheel is noticed, the truck should be taken out of service.

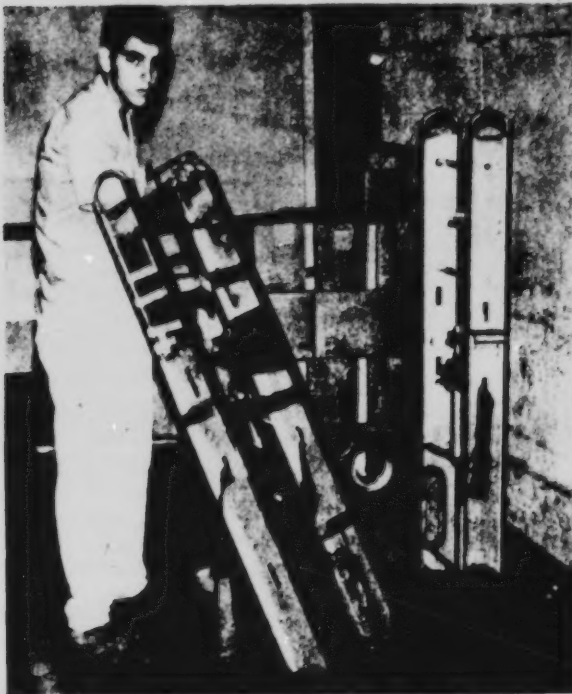


Figure 4: Two-wheeled trucks make handling easier, but they should be used with caution and care.

Four-wheeled hand trucks. Precautions for four-wheeled trucks are similar to those for two-wheeled trucks. Extra emphasis should be given to proper loading.

For four-wheeled trucks, observe the following precautions:

1. Keep your feet from under the wheels and casters while loading and shifting the position of trucks.
2. Except in the use of trucks designed to be pulled, keep the truck in front of you and push. If two people are required to handle the load, one should push the truck and the other pull. Lift trucks are made to be pulled.
3. Never load a truck so high you can't see where you are going.

4. Get in the habit of guarding your fingers, so they will not be crushed if the truck bumps into something.
5. When a truck is not in use, the handle should be kept out of the way, in an upright position.



Figure 5: This four-wheeled truck is designed for light loads and easy maneuvering.

Wheelbarrows. A special set of rules is applied to wheelbarrows:

1. Never run with wheelbarrow handles in an upright position. Actually, it's best never to run with a wheelbarrow.
2. When wheeling a heavy load, keep your back upright and lift with your legs to avoid back strain.
3. Unbalanced heavy loads are apt to throw you. Balance them.
4. When handling heavy loads, stay clear of the handles in case the load tips.
5. Watch for insufficient clearances. Better still, protect your knuckles with leather, wood, or metal knuckle guards on the handles.
6. Avoid using wheelbarrows with cracked or broken handles, damaged wheels, loose legs, or ragged edges.
7. See that all wheeling planks are well supported to prevent load shifts.

General rules for hand trucks. Certain general rules apply to all hand trucks:

1. Trucks are for moving material, not passengers. No riders should be allowed.
2. Always load material on a truck so that it will not slide or roll off.

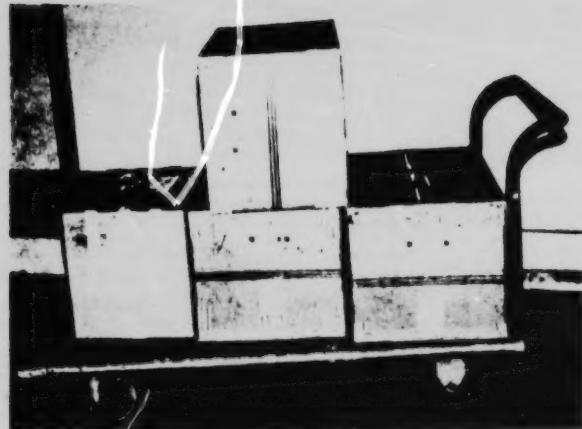


Figure 6: Properly loaded trucks will have weight evenly distributed.

3. If the load is too heavy, or if the truck is large and hard to handle, ask for help. Don't strain yourself.
4. It is dangerous to race an empty truck of any kind as a "scooter." Avoid "horseplay."
5. Wear safety shoes.
6. When not in use, trucks should be placed clear of passageways, even if they are out of service for only a short time.

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1 Why is it important to use equipment (trucks, dollies, etc.) to move lightweight material as well as heavy materials?	You can carry more.
2 What rules should a trainee or receiving clerk observe concerning the care of marking machines?	a. Brush machines daily. b. Keep ink pads clean and well inked. c. Use perfect type only. d. Turn off power and cover machine when not in use. e. Notify the department head or the store manager when the machine does not work properly. f. If the tags do not have a clean, smooth edge, have the tag knife inspected.
3 Name and describe three kinds of hand trucks.	(a) Two-wheeled hand trucks, (b) four-wheeled hand trucks, and (c) wheelbarrows. (The coordinator will evaluate the trainee's descriptions.)

4 For what reasons should a two-wheeled truck be taken out of service?	When a cracked or split handle or a defective axle or wheel is noticed.
5 How can muscle strain be avoided when a person is using a two-wheeled truck?	Balance the load over the wheels.
6 Why should the handle of a truck be kept in an upright position when not in use?	So no one will trip over it.
7 How can back strain be avoided when you are moving heavy merchandise in a wheelbarrow?	Keep your back upright and lift with your legs.

1. Work out a written plan (chart or calendar) for maintenance of equipment. Base the plan on the results of what you have learned from studying on your own and from conferring with your training supervisor.

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Assignment 4

SAFETY - PART II

Lifting and Moving Techniques

How to lift heavy materials. Like takeoff and landing in flying, lifting and setting down are the crucial times in handling heavy materials. It is during these movements that most strains occur.

A person's lifting ability is not governed necessarily by his or her height or weight. A small person can frequently lift much more than a larger person without injury. How? By lifting loads properly.

Here are seven rules which should be observed in lifting. (Setting the object down is essentially the reverse of lifting.)

1. Consider the size, weight, and shape of the object. Do not lift more than you can handle comfortably.
2. Set your feet solidly. Usually, more force can be applied if one foot is slightly ahead of the other. Put your feet apart for good balance and stability. It may be necessary to go down almost to the floor on one knee, but don't go into a full squat.
3. Get as close to the load as possible. Bend the legs about ninety degrees at the knees. Straightening up from a full squat requires almost twice as much effort as straightening up from a crouch.
4. Keep your back as straight as possible. It may be far from vertical, but it should not be arched. Bend at the hips, not at the middle of the back.
5. Get a firm grip on the object and be sure you maintain that grip while lifting and carrying.
6. Straighten your legs to lift the object, and at the same time swing your back into a vertical position.
7. Never carry a load that cannot be seen over or around.

**NEVER
STOOP**



**JUST
SQUAT**



IT'S SAFER !

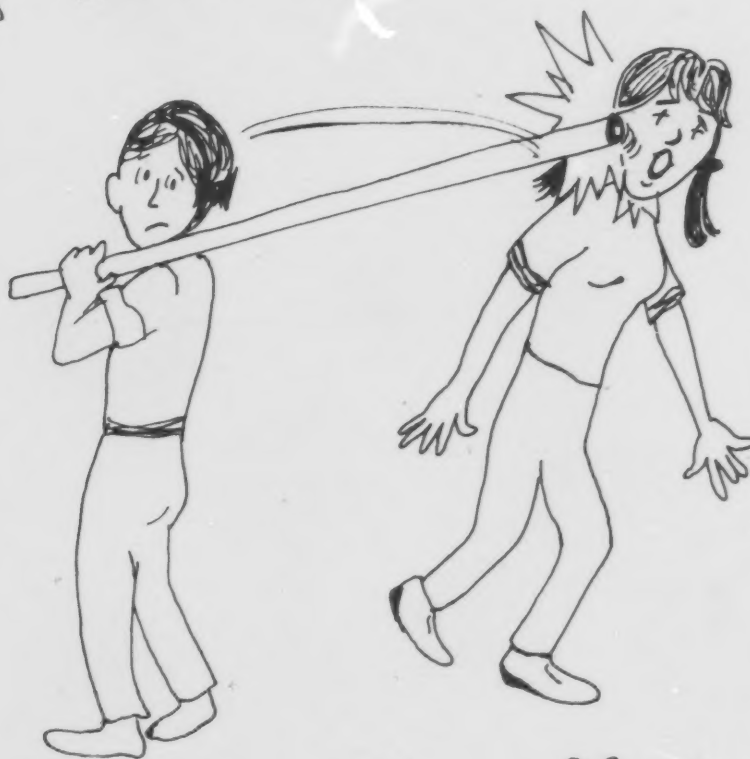
Figure 7: Safety reminder.

How to carry materials. Long objects such as pipe, lumber, or ladders should be carried over the shoulder, with the front end as high as possible to prevent striking other employees, especially at corners. Barrels, nail kegs, oil drums, and other circular containers can be tilted easily and rolled on edge. Sometimes this same principle can be applied to a square or rectangular crate. In other cases, you must guard against rolling, tilting, or otherwise mishandling merchandise. For example, you can damage a roll of linoleum by rolling it on edge.

Always carry materials close to the body. Do not carry so much that you can't see.

Figure 8

THINK



When Handling Material!

How to pile materials. Occasionally, because of crowded conditions, materials must be piled or stacked. If the material is in bulk form, it will be easier to handle. Material that is boxed, baled, or in barrels can be a problem unless the employee is experienced in piling techniques.

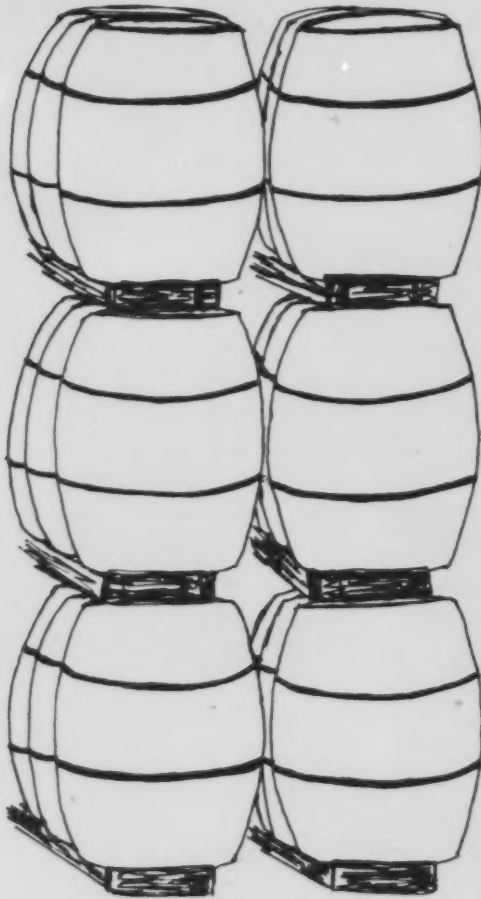


Figure 9: These barrels were crosstied by planks (one for each row) before another tier was started. Note that the bottom rows are held off the floor by planks.

When you are taking an object from a pile or stack, it is important to know that the object is not supporting another, which might fall when the support is removed. When piling bags, keep the mouths on the inside of the pile and keep the pile at less than five feet high. With this method, there is less danger of another bag falling, providing you remove the bag from the top of the pile. Also the pile will stay properly stacked. Thus you will be practicing safety and, at the same time, orderly housekeeping.

It is safer to pile barrels and kegs on end than on the side. Lay a plank on top of each row of barrels before placing others above them. This steadies the pile and reduces the chance for accidents. If you do not know which way

is the safest for piling boxes, crates, or other objects, ask your supervisor.

Personal Protective Equipment

Work clothing that is clean, in good condition, and suitable for the job can be considered safe. Work clothes should protect against minor injuries, such as scratches, burns, and abrasions. A good fit is essential. A loose jacket, long sleeves, or billowy garments can be hazardous around moving equipment.

The fingers and hands are exposed constantly to bruises and scratches. Finger movement is essential for practically all kinds of work, making protection difficult. But the following equipment will help guard the hands against hazards:

1. Metal mesh gloves: Used by people who work with knives, they protect against cuts and blows from sharp objects and edged tools.
2. Leather gloves: They are used for heavy-duty work. They protect the hands from rough, jagged objects and provide some cushioning against blows.
3. Cotton or fabric gloves: They are suitable for protection against dirt, slivers, chafing, or abrasion. They are not suitable for heavy materials.

If working with or around heavy materials, it is advisable to wear safety shoes. About two hundred thousand disabling occupational foot injuries occur every year. Safety shoes save the feet.

When handling materials that may cause injury to the eyes, it is well to wear goggles. Ends or edges of materials such as loose wire, band steel, light sheet metal, and wire screening have inflicted many eye injuries. These would have been avoided with goggles.

Checklist of Equipment

The checklist which follows was compiled by the research department of the Monarch Marking Machine Company. (It may also be helpful to review

a list of the types of equipment found in very large receiving, checking, and marking operations.)

Order and Invoice Division

Adding machines
Calculating machines
Chairs
Comptometers
Desks
Filing cabinets
Locked invoice file
Moisteners
Numbering machine
Telephone
Time stamps
Tub files for filing orders
Typewriters
Visible term files

Receiving Division

Autographic registers
Chairs
Desks
Dolly trucks
Hammers
Hooks
Numbering machines
Platform trucks
Roller conveyors
Scales
Skids
Telephone
Tubes
Two-wheeled trucks

Checking Division

Dolly trucks
Hammers
Hatchets
Hooks
Invoice cabinet
Locked invoice file
Measuring machines
Nail pullers
Platform trucks
Portable tables
Portable racks
Stationary tables
Trash trucks

Twine cutters
Two-wheeled trucks
Wrecking bars

Marking Division

Attaching machine stand
Baskets
Box trucks
Canvas hampers
Gummed label moisteners
Locked invoice file
Portable tables
Portable racks
Platform trucks
Ready-to-wear dividers
Special marking chairs
Stationary tables
Supply cabinets
Ticket-attaching machines
Ticket-making machines
Ticket trays
Trash trucks
Two-wheeled trucks

Merchandising Distributing Division

baskets
Blackboard
Box trucks
Canvas hampers
Covers for ready-to-wear
Platform trucks
Portable tables
Two-wheeled trucks

Reserve Stock Division

Baskets
Box trucks
Canvas hampers
Covers
Oil dusters
Platform trucks
Portable stepladders
Telephone
Trash trucks
Trays

Packing and Reshipping Division

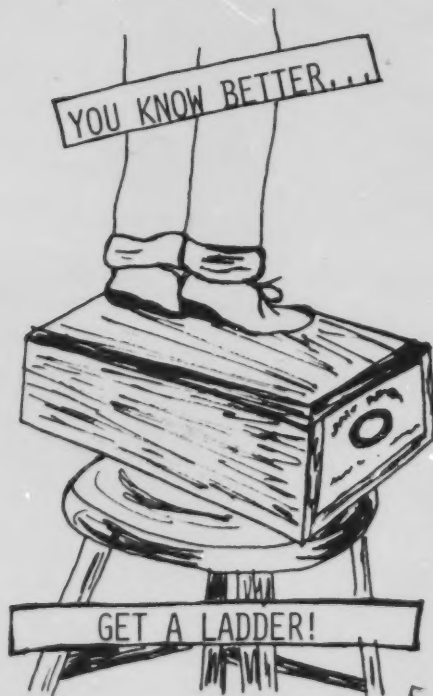
Counterboys
Excelsior bins
Hammers
Merchandise bins
Nails
Packing tables
Parcel post zone map
Platform trucks
Ready-to-wear rods
Roll paper racks
Saws
Scales, parcel post
Scales, platform
Shears
Shipping containers
Shipping guide
Shipping tags
Stencil cutter
Tissue paper
Twine
Twine cutters
Two-wheeled trucks
Wrapping paper, flat
Wrapping paper, rolled

Traffic and Claim Division

Adding machine
American Railway Guide
Chairs
Desks
Express directory
Filing cabinets
Freight classification book
Numbering machines
Rate book
Red book
Shipping guide
Standard claim forms
Tables
Telephone
Time stamp
Typewriter
Visible rate file
Work organizer

Figure 10: Examples of safety posters.

A MASHED UP TOE
CAN COST YOU DOUGH.
YOU'VE MUCH TO LOSE,
WEAR SAFETY SHOES!



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1 When do most of the strains occur in handling materials by hand?	While lifting or setting down material.
2 Explain the proper positioning of your feet when lifting an object.	Set your feet solidly. Usually, more force can be applied if one foot is slightly ahead of the other. Place your feet apart for good balance and stability.
3 Explain how lengthy objects such as pipe, lumber, or ladders should be carried.	Long objects should be carried over the shoulder, with the front end as high as possible to avoid striking other employees, especially at corners.
4 What is the first thing you should check before removing an object from a pile or stack?	If you take an object from a pile or stack, it is important that the object is not supporting another, which might fall on you when the support is removed.

5 What is the safest way to pile barrels and kegs?	It is safer to pile barrels and kegs on end than on the side. You should lay a plank on top of each row of barrels before placing others above them. This steadies the pile and reduces accidents.
6 What is considered safe work clothing? Why is a good fit in work clothing essential?	Work clothing that is clean, in good condition, and suitable for the job is considered safe work clothing. A good fit is essential because a loose jacket, long sleeves, or garments which do not fit properly can be hazardous around moving equipment.
7 When should goggles be worn for protection?	Goggles should be worn when you are handling materials that may cause injuries to the eye. Ends or edges of materials such as loose wire, band steel, light sheet metal, and wire screening have inflicted eye injuries that would have been avoided with goggles.

1. List procedures of the company where you are training for handling heavy materials. Compare this company's procedures with those given in this manual.

2. Explain or sketch on a separate sheet of paper the system for piling or stacking materials at your training station. In light of what you have learned, what improvements can you suggest for piling and stacking merchandise?

3. Review the checklist of equipment in this assignment. List any additional equipment that your training station uses.

4. How many accidents have occurred at your training station during your stay? Could any of these have been avoided had the person been wearing some type of personal protective equipment? If so, explain.

Module Topic: When a Shipment Arrives

Generalization: *When a shipment arrives at the receiving point all unopened packages, boxes, barrels etc. must undergo careful examination by the clerk, to determine whether their employer's orders have been correctly filled, by verifying incoming shipments against the original order and the accompanying bill of lading or invoice.*

Instructional Objectives:

1. Given a simulated incoming shipment of merchandise which needs to be received, receive the shipment, verify order and check for damage, exhibiting responsible attitudes in performing receiving operations. A checklist will be used to evaluate performance. All items on the checklist must be marked "Yes" by the instructor/supervisor.
2. Given questions relating to Assignments 5, 6, 7, and 8, state the answers with 80% accuracy according to the programmed answer key.
3. Given projects relating to Assignments 5, 6, 7, and 8, complete all projects to the satisfaction of the instructor/supervisor.

*Appendix C-20 through C-28 was pilot tested by research project personnel.

Competencies

Criterion-Referenced Measures

1. Receive incoming shipments of merchandise.
2. Tally invoices, bills of lading, and delivery tickets.
3. Determine discrepancies, losses, and damages.

1. Completion of projects relating to specific operations and record keeping (as determined by the instructor's/supervisor's written assessment). (Individual rating sheets prepared by instructor/supervisor to be appropriate to trainees' training station experience.)
2. Receiving of simulated incoming shipment of merchandise. "Yes" ratings assigned to all applicable items on accompanying "Instructor's Checklist".

Instructor's Checklist

Check the trainee's performance in the following elements of receiving a simulated incoming shipment of merchandise. Circle YES if the point was fully covered and NO if it was not covered.

Activity	Rating	
1. Received merchandise using appropriate receiving procedures.	Yes	No
2. Handled merchandise in a careful and safe manner.	Yes	No
3. Practiced personal safety measures when handling merchandise.	Yes	No
4. Checked merchandise for damage.	Yes	No
5. Recorded and reported damaged merchandise.	Yes	No
6. Correctly tallied invoice.	Yes	No

Teaching-Learning Strategies

References

Materials, Media,
& Other Resources

- Have trainees complete Assignments 5-8.
- Suggestions for improvement made by the instructor/supervisor when appropriate.
- Have trainees receive a simulated incoming shipment of merchandise.

App. C, When a Shipment Arrives

Notebook

Rating sheet

Appendix C

SECTION 2: WHEN A SHIPMENT ARRIVES

Assignment 5

RECEIVING - PART I

A (Bad) Receiving Experience

A manufacturer's representative for a large menswear company entered the Davidson Men's Store. He moved through the store cautiously, trying to avoid merchandise, packages, and wrappings that littered the floor. Two salespeople were unpacking a shipment that had just arrived. Mr. Davidson came rushing from the rear of the store, fumbling with a handful of papers.

"Where is the shipment of shirts we received from the Barton Company?" he asked.

"Bill opened that shipment," said a clerk.

"No," Bill said, "I opened a shipment from the Brown Company--and that was two days ago!"

Mr. Davidson turned to the manufacturer's representative. "I can't understand what has happened. When the business was smaller, I did all the receiving myself. Now, these people can't remember from one day to the next what was received. If they need something on the sales floor, they open a shipment before the invoice arrives. I need some kind of a system. How do other stores handle this situation?"

"In Carter's," said the representative, all merchandise is received in a special place. Their policy is never to receive merchandise on the selling floor."

Mr. Davidson solved his problem eventually. But there are many more Mr. Davidsons with entirely different problems involving receiving,

checking, marking, and distribution of merchandise. Some of these will be discussed in this section.

Receiving Procedures

Even a very small store, in which the manager and the salespeople do nearly everything, needs a definite procedure for receiving. Certain people should be responsible for specific jobs. When routines are established, receiving processes become manageable.

In small stores merchandise is often unloaded in front of the store, brought to the selling floor, opened, checked, price-marked, and then placed on the shelves in stock. In large stores the receiving procedure is almost the same but, because of the bigger volume of incoming freight, a special department is set up to handle these functions. The person who directs this department may have one of several titles: receiving clerk, traffic manager, or receiving superintendent.

The important thing to realize is that, regardless of a store's size, certain steps must be followed to see that its merchandise reaches the selling floor properly and without loss. A large store will have specially trained people for receiving, checking, and marking. In medium-sized stores one person may do two or three of these jobs. In a small store, one person may handle all of these responsibilities. The same jobs exist, however, in all stores, regardless of size.

Purpose of Receiving

In receiving, shipments are taken from common carriers and vendors and distributed to the next processing or consuming point in the store.

Receiving acts as a link between the store and all carriers and has the responsibilities of:

1. Maintaining good relations with carriers and vendors.
2. Originating records needed by the traffic and checking sections on the history of each shipment.
3. Spot-checking the weight of shipments to see if correct weights are shown on transportation bills.
4. Visually inspecting all shipments for damage or theft.
5. Originating loss and damage claims.
6. Determining that shipping containers received match those specified on transportation documents.
7. Forwarding shipments speedily to the right locations.

The Receiving Point

To keep the sales area clear, the store should have a designated place where all merchandise is received, unpacked, checked, marked, and distributed. Of course, some merchandise needs no unpacking and can be marked while in-transit.

Many small stores do not have room for a designated receiving area and must use the selling floor. This practice causes many problems, including these:

1. Unopened merchandise on the selling floor clutters the store and creates a hazard.
2. Customers may be unintentionally ignored if salespeople are busy at other jobs.
3. Chances for error are multiplied because of the difficulty of doing several jobs at once.
4. Interruptions slow the process.

Employees who understand these disadvantages can do much to eliminate the problem. They can work as swiftly as accuracy and care will permit. They can keep a sharp watch for customers. They can use extreme care to avoid errors. Above all, they can approach their work enthusiastically, knowing that it is important and necessary.

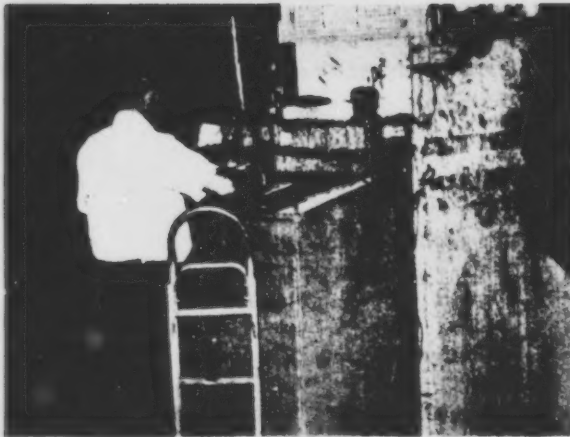


Figure 11: All store merchandise is unloaded at the platform or receiving.

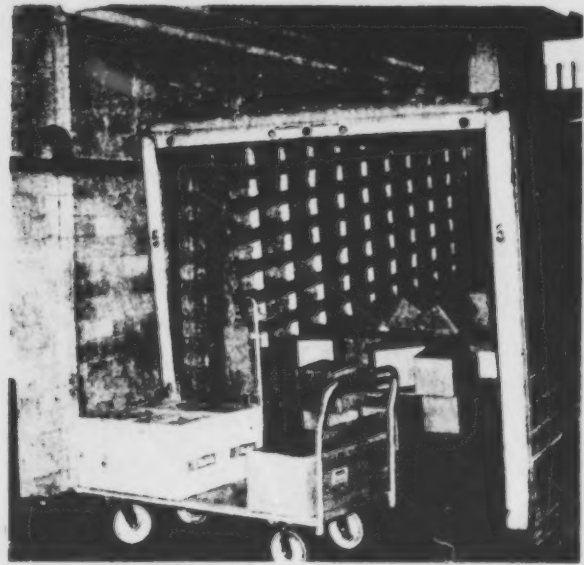
Several factors should be taken into consideration when a location is chosen for receiving operations. First, the space must be "inexpensive" --it must not be valuable from a selling point of view. At the same time, there is a big advantage in having a receiving department which is easy to reach from the sales floor. This reduces the effort necessary to place the merchandise in stock and

makes it possible for merchandise to move through the store more quickly.

Another consideration in locating the receiving department is the need for space. The area needed may govern its location, and this usually will depend on the volume of merchandise handled. Some stores have a relatively small amount of floor space for this work. Then, during peak periods in which large amounts of merchandise are received, they arrange for more space (usually away from the store). However, stores which have centralized receiving rooms plan the receiving room and reserve stockroom as one unified operation.

In many large stores the receiving point is a platform built so that it will be level with the tailgate of a truck. This arrangement lessens the possibility of damaging the merchandise as it is unloaded from delivery trucks. Receiving platforms are usually equipped with such devices as bright lights, elevators, scales, forklift trucks, and hand trucks. These receiving platforms are usually situated near the area where the checking and marking activities occur.

Figure 12: Some receiving platforms are built at the level of truck tailgates to make handling easier.



Sidewalk receiving points should be avoided if at all possible, because of the heavy traffic, and back doors should be properly protected. Packages should be moved inside the store as quickly as possible to avoid theft. Merchandise shortages have been traced repeatedly to the receiving point. Close physical control is essential.

The fewer receiving points that a store authorizes, the more control it has over incoming merchandise. Many times a large store will have a warehouse or service center where merchandise will be received. Usually, this is merchandise that can be delivered directly to the customer. Such items include furniture, appliances, hardware, and lawn supplies.

In nearly every store, regardless of size, some merchandise is given special handling. Such items as perishable merchandise (foodstuffs, for example, and frequently, ready-to-wear) are not routed through regular channels. And heavy items, such as furniture, are usually sent directly to the warehouse.

INSTRUCTIONS FOR QUESTIONS Keep the right side of this page covered. Read the question below and write the answer on a separate sheet of paper. Now take the cardboard away from the right side of the page and look at the printed answer in the book. Is it the same as yours? If you have a different answer, then your answer is wrong. Go back and read the information for the assignment again. You should get the right answer. Then you go on to the next question or frame. If you have a question or if you are not sure of the question, ask your instructor/supervisor for help.	
1 Who supervises receiving, checking, and marking operations in the small store? In the large store?	In the small store, the manager supervises the receiving, checking, and marking operation. In the large store, this is done by the head of the receiving department.
2 Explain the receiving function.	In receiving, shipments are taken from vendors and common carriers and distributed to the next processing or consuming point in the store.
3 What is meant by "the receiving point"?	In order to keep the sales area clear, the store or leased department should have a designated place where all merchandise is received, unpacked, checked, marked, and distributed. This area is known as the receiving point.

4 What are the disadvantages when merchandise must be received on the selling floor?	a. Unopened merchandise clutters the store and creates a hazard. b. Customers may be unintentionally ignored if salespeople are busy at other jobs. c. Chances for error are multiplied because of the difficulty of doing several jobs at once. d. Interruptions slow the process.
5 What factors enter into determining the location of the receiving area?	The space must be "inexpensive"- it must not be valuable from a selling point of view. The receiving area should be easy to reach from the sales floor. Space needs of the store are another consideration.
6 What is the advantage of having the receiving platform level with the tailgates of delivery trucks?	This arrangement lessens the possibility of merchandise being damaged as it is unloaded and makes unloading easier.
7 When a store has a warehouse or service center, what merchandise is usually received there?	Usually, merchandise that can be delivered directly to the customer.

Projects

1. At your store:
 - a. Where are incoming goods received?
 - b. How accessible is the receiving area to the selling floor or place where goods are used?
2. Describe any improvements to loading and unloading arrangements you might make without major expense to your training station.

Assignment 6

RECEIVING - PART II

Organizing the Receiving Area

The physical layout and the amount and types of special equipment used in the receiving area vary markedly from one store to another. Some stores invest heavily in equipment, including power conveyors, gravity chutes, portable tables, hanger trucks, floats and dollies, and various types and ticket-printing and marking machines. Others get by with a minimum of special equipment.

In organizing the receiving area, the following principles should be applied:

1. The receiving area should be large enough to accommodate several trucks.
2. Receiving and shipping bays should be assigned specific locations.
3. Bays should be located so they can be used for both shipping and receiving, depending on the time of day.
4. The receiving dock should be more rectangular than square.
5. Cross-traffic patterns on the dock should be kept to an absolute minimum.
6. Traffic should flow as directly as possible from the carrier's truck to vertical or horizontal equipment taking shipments to checking areas.
7. Outgoing shipments should follow just the reverse--a direct flow from vertical or horizontal equipment to the truck.
8. Obstructions are to be guarded against.
9. Adequate storage is needed for:
 - handling equipment.
 - merchandise that needs ventilation (fertilizers, etc.).
 - night parking of store vehicles.

10. Expansion areas should be:
 - planned in advance.
 - provided for extending shuttle traffic to branches.
11. "Customer pickup" areas should be accessible.
12. Security should offer maximum protection day and night.
13. The design should allow platform personnel to work with maximum efficiency and flexibility.
14. In bulk warehouses, separate areas may be needed for specialized receiving of such items as major appliances, rugs, etc.

Generally, in small stores, no special facilities are provided. The most practical equipment is used, such as a portable table on which the merchandise can be opened, checked, marked, and moved to the selling floor with a minimum of rehandling. As the store grows in size, layout and equipment problems grow in importance.

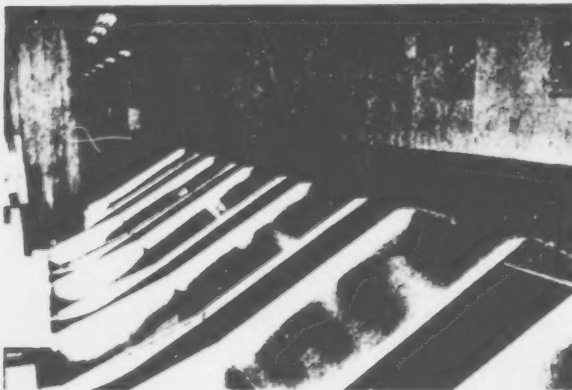


Figure 13: Power conveyors will move merchandise through receiving areas fast and efficiently.

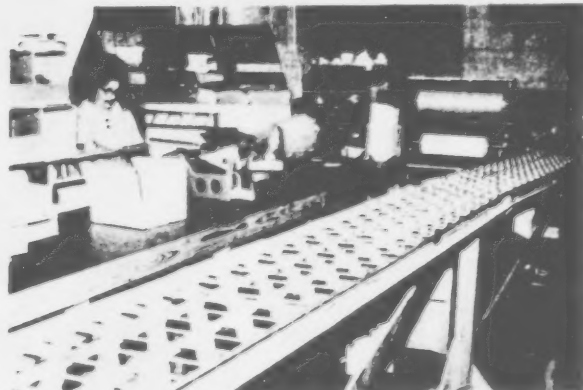


Figure 14: A manual gravity conveyor delivers merchandise directly to proper station.

Selecting a Layout

In large stores, one of three general layout arrangements may be used: (1) a stationary table layout, (2) a portable table layout, or (3) a mechanized conveyor arrangement.

In the first, specific tables are assigned to departments or merchandise classifications. Shipments are opened and goods sorted, checked, and marked on the same tables. The goods are then loaded on trucks and distributed to the selling floor or stockroom.

Many stores favor the portable table layout. The tables are rolled into a position next to the shipment. The shipment is checked and opened as it is loaded onto the table. The table is then wheeled into the marking section of the receiving area where the goods are marked. Then the merchandise, remaining on the portable table, is rolled to the selling floor or stockroom. This technique has these advantages:

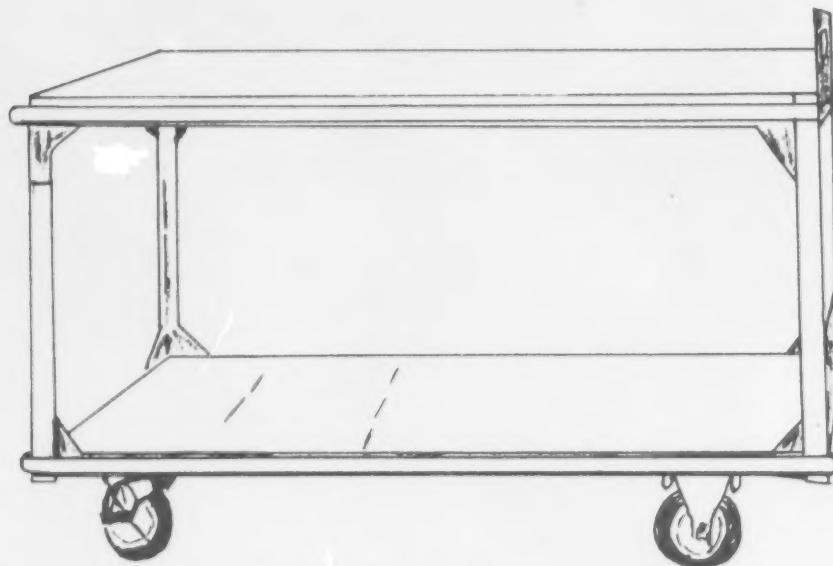


Figure 15: The portable marking table, a favorite with many stores, adds flexibility to the receiving operation.

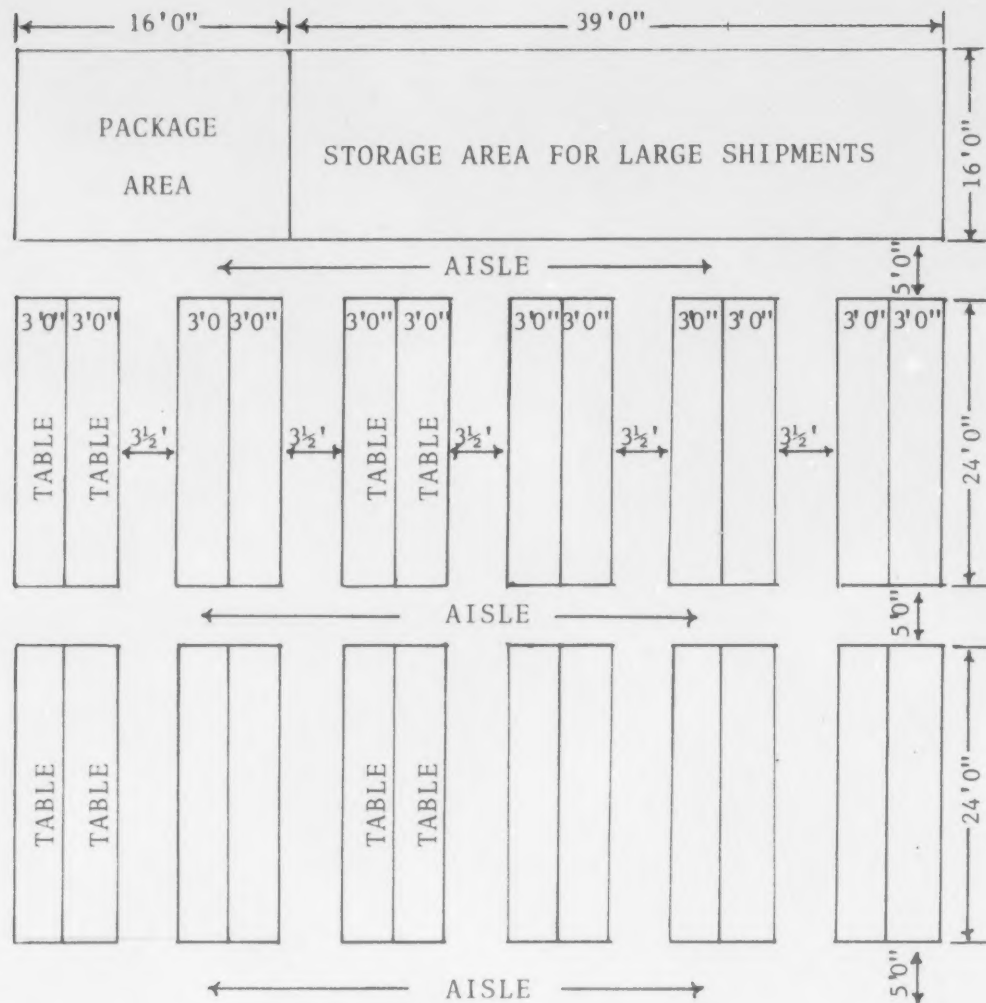
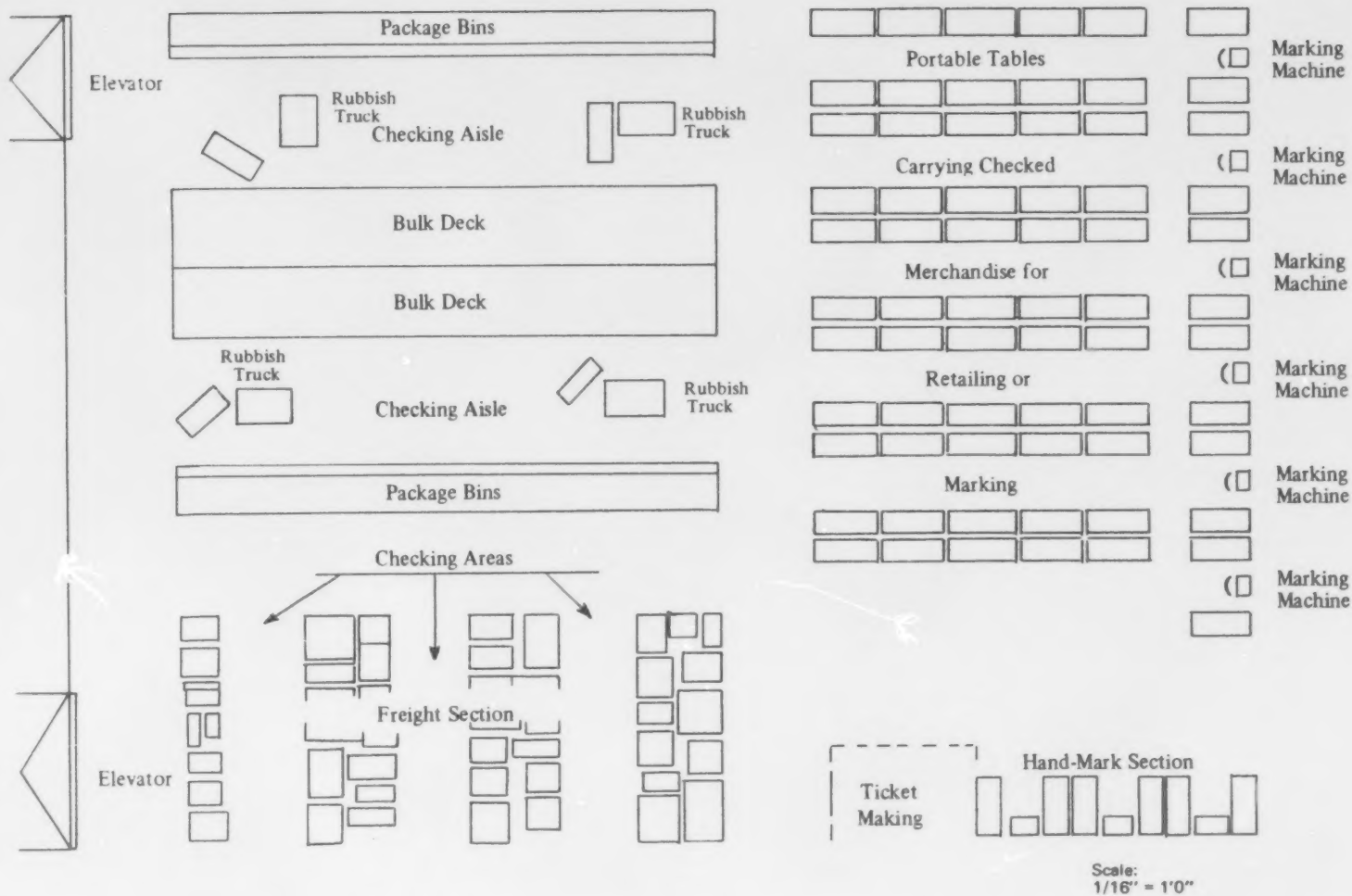


Figure 16: Specific tables are assigned to a department or merchandise classification under the stationary table layout. (Diagram courtesy of National Retail Merchants Association)

Figure 17: A minimum amount of merchandise handling is required under the portable table layout. (Diagram courtesy of National Retail Merchants Association)



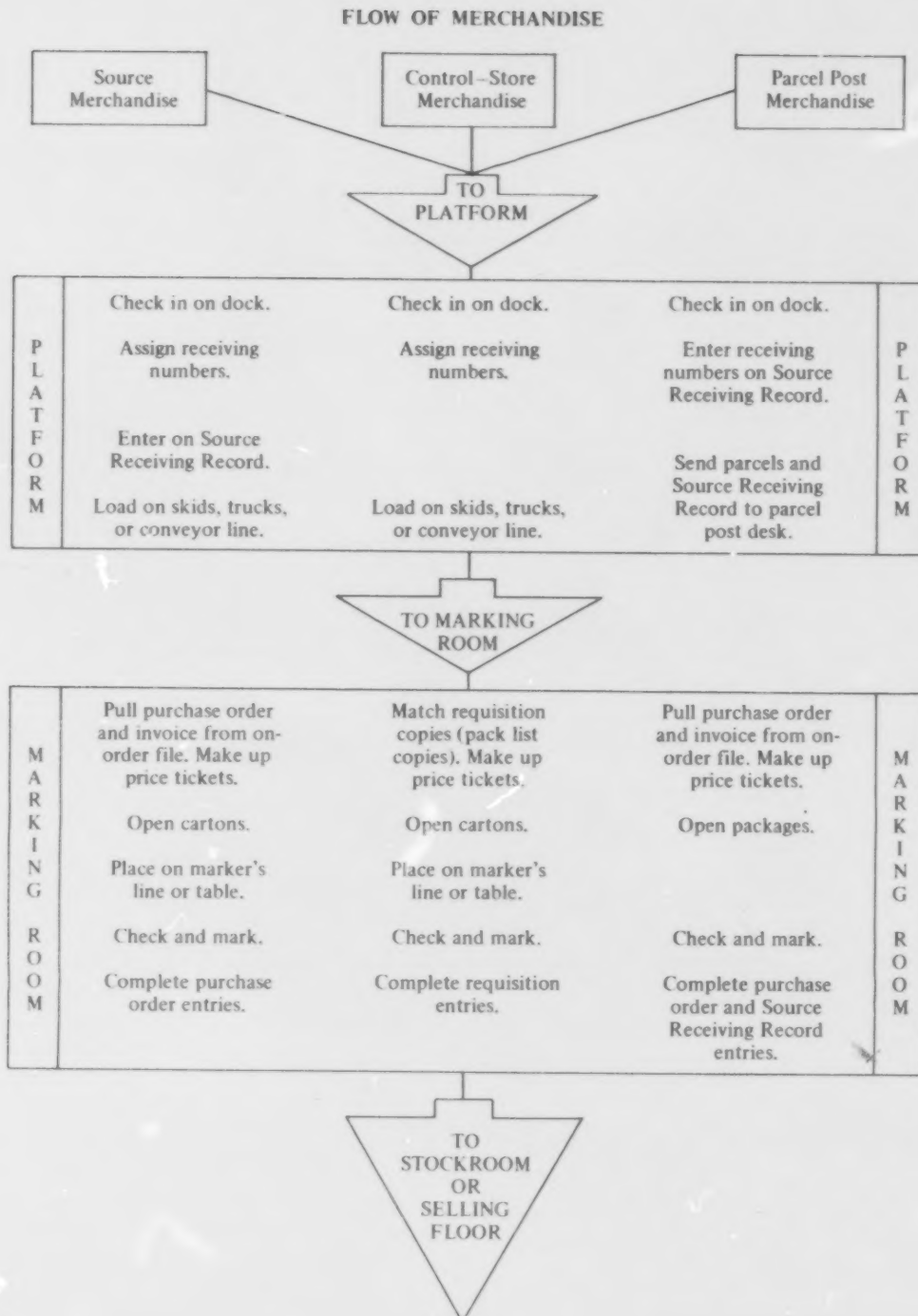


Figure 18: One national retailer has designed this chart to show its employees what happens to each merchandise item from its arrival at the receiving dock until it is placed in stock. (Chart courtesy of Sears, Roebuck and Company)

1. The merchandise is sorted by style, size, color, and so on, as it is unpacked, and is not mixed before it reaches the stock-room. Under the stationary layout system, merchandise may be jumbled during transfer to and from a truck.
2. Tables can be taken to the storage area for loading, thus eliminating the need to move shipments to the table area and the necessity for removing waste containers from that area.
3. A minimum amount of merchandise handling is required.
4. For marking, merchandise is removed from the opening and checking section, which may be dusty and soiled. This separation also affords better merchandise control. Buyers can be denied access to the checking section, thus preventing removal of any merchandise until it is properly checked and marked.
5. This method permits a more flexible use of space.

Use of Mechanical Equipment

Because of increasing labor costs and the need for a faster, more effective method of moving merchandise through receiving areas to the selling floor, many stores have installed extensive mechanical equipment. In place of elevators, vertical lifts are used to move merchandise. Gravity chutes, power conveyors, or gravity conveyors then move the merchandise through the checking and receiving operations. From the operator to the final destination, the merchandise is moved without rehandling. The type of equipment used and the extent of mechanization possible will vary with each store.

INSTRUCTIONS FOR QUESTIONS Keep the right side of this page covered. Read the question below and write the answer on a separate sheet of paper. Now take the cardboard away from the right side of the page and look at the printed answer in the book. Is it the same as yours? If you have a different answer, then your answer is wrong. Go back and read the information for the assignment again. You should get the right answer. Then you go on to the next question or frame. If you have a question or if you are not sure of the question, ask your instructor/supervisor for help.	
1 What equipment can be purchased for use in the receiving area?	a. Power conveyors b. Gravity chutes c. Portable tables d. Hanger trucks e. Floats and dollies f. Various types of ticket-printing and marking machines
2 What type of equipment is used in the small store?	In the small store, the most practical equipment is used. It may be only a portable table, on which merchandise can be opened, checked, and marked, then moved to the selling floor.
3 List the three general layout arrangements used in large stores.	a. Stationary table layout b. Portable table layout c. Mechanized conveyor arrangement

4 What advantage does the portable table layout have over the stationary table layout?	The merchandise is sorted by style, size, color, etc., as it is unpacked and is not mixed up before it reaches the stockroom, as sometimes happens when it is transferred to trucks under the stationary layout system.
5 Why is the mechanized conveyor system growing in popularity?	Because of increasing labor costs and the need for a faster, more effective method of moving merchandise through receiving areas to the selling floor.

Projects

1. Make a detailed sketch of the receiving layout used in the store where you are training.
2. Describe step by step the flow of merchandise through the receiving, checking, and marking operations in your training station. Explain in detail any improvement in routine which might be made. Tell why your suggestion would help.

Assignment 7

RECEIVING RECORDS - PART I

What to Do First

When merchandise arrives at the receiving point (whether by express, truck, fourth-class mail, or messenger), the clerk should give the unopened packages, boxes, or barrels a careful examination. This person must check to see that store name, shipper's name, number of pieces in the shipment, and the weight check with the information on the freight bill.

The shipment must be examined for any signs of damage. If a box or package is found damaged, the clerk should make note of this on the carrier's receipt. Only the packaging should be checked for damage at this point--not the contents. After the carrier's receipt is signed, a copy should be kept in case a claim is made for loss or damage.

Another frequent practice is to weigh incoming shipments to make certain that the freight line has made the proper charge for weight on the waybill. Most small stores omit this process because they do not have the scales or sufficient space, but most medium-sized and larger stores follow this practice.

Very few organizations require that all incoming freight be weighed. Rather, emphasis is in "spot checking" the shipments. As a rule, the requirement is that about every tenth piece of freight be weighed, unless the receiver is suspicious of the weight of any particular item. An effort is also made to check on the various freight carriers as a part of the procedure.

One great advantage of spot weighing is that the person who does the work becomes skilled at estimating correct weights. Such skill is developed that some receivers are able to pick out errors in weighing simply by handling the parcels as they are received.

Identification

Immediately after the shipment has been marked on the receiving record, it must be identified. The receiving clerk must assign an official receiving number to the shipment, and each package or box in the shipment must be marked. Copies of the receiving form are attached to one of the packages in the shipment. These copies accompany the shipment to checking where they are examined and completed. Using a crayon or marking pencil, the clerk also writes on each carton the receiving number assigned to the shipment, the number of the department to receive the goods, and the number of packages in the shipment. This helps to get the shipment to the correct checking station and insures that all packages are on hand before the checking operations start.

In most stores a record is made of all merchandise received, with the possible exception of parcel post packages. Accurate receiving records eliminate time and money losses, disputes, and stock shortages.

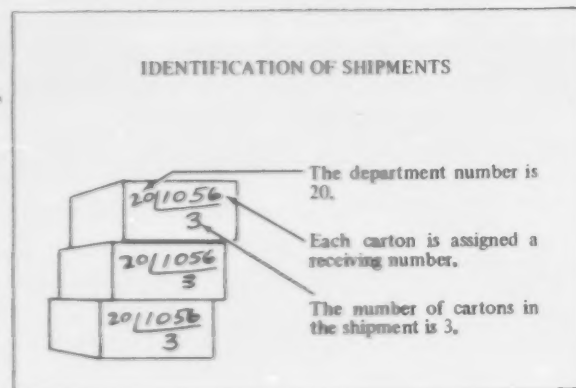


Figure 19: Immediately upon its arrival, each shipment is marked with a receiving number, the department number, and the quantity of cartons in the shipment.

Receiving records are special forms prepared by the store. They usually contain most of the important information on the freight bill. The shipper's name, weight of the goods, and types of transportation and charges are recorded. In addition, the receiving record contains notations concerning the time of arrival. The condition of the package is also recorded. There is a column to write the number for each invoice covering a shipment of goods and another to show the amount. Some stores ask that their employees attach the invoice to the receiving record.

There are several advantages to using the receiving form. It provides a quick, handy reference for settling disputes between carriers or wholesalers and the store. The record also provides a "checklist" to assure that certain things are done. Since the invoice number is placed on the receiving record, this means that the proper invoice is assigned to each shipment. This practice keeps the accounts payable office from processing invoices before the merchandise is received. On the other hand, if the invoice is held until it is listed on the receiving record, then the merchandise always is in the store before the invoice is paid. Also, use of this record tells management how long the merchandise is held in the receiving room.

In very small stores a receiving record is rarely kept. The merchandise is usually checked directly against the invoice.

Receiving Forms

[illegible]

Figure 20: Receiving forms provide the store with a record of all merchandise received and carry a variety of other important information.

[illegible]

Figure 21: Another receiving record form is the receiving ticket.

[illegible]

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INSTRUCTIONS FOR QUESTIONS Keep the right side of this page covered. Read the question below and write the answer on a separate sheet of paper. Now take the cardboard away from the right side of the page and look at the printed answer in the book. Is it the same as yours? If you have a different answer, then your answer is wrong. Go back and read the information for the assignment again. You should get the right answer. Then you go on to the next question or frame. If you have a question or if you are not sure of the question, ask your instructor/supervisor for help.	
1 List the information that the receiving clerk should check on the freight bill.	a. Store name b. Shipper's name c. Number of pieces in the shipment d. Weight
2 What should the receiving clerk do if a box or package is found damaged?	If a box or package is found damaged, the clerk should make a note of this on the carrier's receipt. A copy should be kept in case a claim is filed for loss or damage.
3 There is one operation which is frequently, but not always, performed when a shipment is received. What is it? Why is it sometimes omitted?	Weighing. Most small stores omit this process because they do not have scales or sufficient space, but most larger stores follow this practice.

4 What is the identification procedure for merchandise received?	Immediately after the shipment has been marked on the receiving record, it must be identified. The receiving clerk must assign an official receiving number to the shipment, and each package or box in the shipment must be marked. The clerk also writes on each carton with crayon or marking pencil the receiving number assigned to the shipment, the number of the department for which the goods are intended, and the number of packages in the shipment.
5 What information is recorded on the receiving form?	a. Shipper's name b. Weight of the shipment c. Charges and type of transportation d. Time of arrival e. Condition of package f. Invoice number g. Amount

Assignment 8
RECEIVING RECORDS - PART II

Invoices

An invoice is a list sent by the seller, either a manufacturer or a wholesaler, to the purchaser. It describes the items and the prices of the merchandise sent to the purchaser, and it serves as a bill for the cost of the merchandise. Thus you can see that using proper invoice procedures is an important responsibility in the receiving operation. If invoices are mis-handled, your store may lose money.

In most cases the invoice is mailed to the store the same day that the goods are shipped. Although not a common practice, it is included with the merchandise in some instances.

When the invoice is sent by mail a copy is often included with the merchandise and serves as a packing list. When the store manager receives the invoice through the mail, he or she knows that the goods have been shipped and can expect them to arrive soon. Valuable information is included on the invoice. It gives an itemized description of merchandise being sent. It shows the quantity and stock number of each item, credit terms, and discounts allowed the retailer. And it indicates the method of transportation.

Invoice Register

When invoices arrive at the store, they are date-stamped. Some stores enter each invoice in a log known as the invoice register. In the register, space is provided for the invoice number and the date of the invoice. It shows the source of the merchandise, the amount of the invoice, and the date it was paid. It acts as a permanent record of all invoices that come into the store and is often used to check on delayed or misplaced invoices.

Other stores have found they can get along without the register. Its elimination has reduced expenses and speeded up the movement of invoices. In the register's place, these stores have substituted the apron or rubber-stamp method.

The Apron System

The figure below shows a typical apron. The apron presents a complete, detailed story of the movement of the shipment from the time it leaves the manufacturer or wholesaler until the invoice is paid. Some stores substitute a rubber stamp for the apron. Applied to the back of each invoice received, the stamp imprint provides the same type of information. A sample is shown in Figure 23.

The apron or rubber stamp imprint provides space for noting any differences between the order and the invoice. The invoice is checked with the original purchase order for quantity, style, price, terms, and routing. The department number, order number, terms on the order and on the invoice, routing, and the date checked are all entered on the apron or stamped form. Then the checker signs or initials the apron.

Figure 23: An invoice register acts as a permanent record of all invoices that come into the store.

INVOICE REGISTER					
Date _____ 19__					
Purchased from	Invoice Number	Date Invoice	Amount	Dept.	Paid

(If \$200,000 worth of merchandise were purchased during the year, a two percent discount would be \$4,000.)

Any overshipment or substitution should be referred to the manager. If he or she wants to keep the additional merchandise, the manager will initial the invoice or make out another order. If he or she decides to return an overshipment, he or she will make out a return slip and attach one copy to the invoice so that the "amount of return" will be deducted when the shipment is paid for.

A shipper who has not followed shipping instructions should be reported to the manager, too. Any resulting expense should be charged to the shipper. Make that charge immediately and leave a copy of the charge attached to the invoice.

In case the order is not completed by the invoice, the amount, date, invoice number, and balance due are entered on the apron. This incomplete order does not go immediately to the checker. It is kept in what is called the "open file" until it is either filled or canceled. When the order checking is completed, the invoice is placed in a special file to await receipt of the merchandise.

The apron method has a decided advantage. It is a good control against payment of duplicate invoices because the checker can only make out an apron report at the time the shipment is received.

Invoicing and order checking are usually done by different people. These employees should make every effort to be efficient when assigned these responsibilities. They can be a tremendous help in protecting the store against losses on incoming shipments.

A final word of caution: all invoices should be placed in locked files. These files should be kept in an invoice cabinet at a central location.

In large stores this is frequently the marking room. In small stores it is usually the manager's office. No invoice should be loosely handled.

Bill of Lading

When a vendor (manufacturer, wholesaler, etc.) ships merchandise, he or she notifies the store that the shipment was made and names the carrier and route. In the case of freight shipments, this notice is the bill of lading. With other shipments, it is the invoice. Most stores indicate on their purchase order that a bill of lading must be sent with all freight shipments.

Goods shipped to stores by vendors are subject to the laws applying to common carriers. (A common carrier is one that hauls personal property for hire.) The shipper is called the consignor. The store or person to whom goods are sent is called the consignee.

The bill of lading is the carrier's receipt for goods received for shipping. It is a contract to deliver the goods to the buyer or consignee at the destination named in the agreement.

With freight the destination is the carrier's freight depot in the consignee's city or that nearest to the consignee's store. It is not uncommon for railroads to deliver the merchandise to the consignee. With express the destination is also the store. With a ship, it is the nearest wharf.

The carrier is responsible for loss or damage to merchandise enroute, except where the loss is due to an act of law, a public enemy of the country, fraud on the part of the vendor, or an "act of God." This last category includes cyclones, tornadoes, or anything else not controlled by humans.

An order bill of lading is exactly like the straight bill of lading in all but one respect: it can be transferred to another firm or individual.

The shipper receives both the original and memorandum copy of the order bill of lading. This person can sell or transfer the original by endorsing it. The person who buys it receives title to the shipment. He or she can obtain the goods by presenting the order bill of lading to the railroad company at the destination point.

Waybills

Goods shipped to distant points may be transported on two or more connecting railroads. Waybills are made out by the first railroad to indicate the transfer of a shipment to the second. These waybills accompany the shipment in transit. In such cases, one common carrier is relieved of any liability for loss or damage as soon as the goods are transferred to another common carrier.

Continental Trailways ISSUE 52				60022683 6				FORWARDING AGENT			
DESTINATION STATION <i>Waukegan</i>				STATE <i>IL</i>				MO DAY YR TIME A P			
CONSIGNEE				PHONE				DO NOT WRITE IN THIS SPACE			
STREET ADDRESS				CONSIGNEE NOTIFIED TIME A P							
NO. PIECES	PKG.	BOX	CTN.	ENV.	DIMENSIONS	DECL. VALUE	ACTUAL WT.	TARIFF WT.	EXPRESS CHARGES	SUBJECT TO TARIFF REGULATIONS	
	SACK	ROGE	OTHER		X X	\$	LBS	LBS	CHARGES ADVANCED	LIABILITY: Shipper will not pay over \$50.00 for any shipment of 100 pounds or less, or \$50 per pound actual weight for any shipment in excess of 100 pounds, unless a greater value is declared and charges for such greater value paid. Maximum value: Not any one shipment is limited by tariff.	
CONTENTS						ROUTING			PICK UP CHARGES		
ACCT. NUMBER						INSERT EACH COMPANY'S ABBREVIATION AND JUNCTION POINT ON LINES BELOW			DELIVERY CHARGES		
SHIPPER'S NAME						COMPANY TO			VALUE CHARGES		
STREET ADDRESS									SUB TOTAL		
ORIGIN CITY & STATE									STATE TAX		
									TOTAL PREPAID		

1 SHIPPER'S RECEIPT PREPAID

(Courtesy of Continental Trailways)

Figure 27: Order bills of lading can be transferred to another firm or individual, who then receives title to the shipment.

INSTRUCTIONS FOR QUESTIONS Keep the right side of this page covered. Read the question below and write the answer on a separate sheet of paper. Now take the cardboard away from the right side of the page and look at the printed answer in the book. Is it the same as yours? If you have a different answer, then your answer is wrong. Go back and read the information for the assignment again. You should get the right answer. Then you go on to the next question or frame. If you have a question or if you are not sure of the question, ask your instructor/supervisor for help.	
1 What is an invoice?	An invoice is a list sent by the seller to the purchaser. It describes the items and prices of the merchandise sent to him.
2 What specific information is usually included on the invoice?	a. An itemized description of merchandise being sent b. The quantity and stock number of each item c. The date of purchase and date of shipment d. The cost of each item e. The total amount of the bill f. The credit terms and discounts that are allowed the retailer
3 What is the purpose of an invoice register?	It acts as a permanent record of all invoices that come into the store. It is often useful to check on delayed or misplaced invoices.

4 What do some stores use in place of the invoice register?	Many stores have found that the apron or rubber-stamp method can be substituted for the register.
5 What information is included on the invoice apron?	a. Differences between the order and the invoice, if any b. Department number c. Order number d. Terms on the order and invoice e. Routing information f. Date checked
6 What is the advantage in using the apron or rubber stamp method?	It provides good control against payment of duplicate invoices. The checker can make out an apron report only at the time the shipment is received.
7 What is a bill of lading?	The bill of lading is the carrier's receipt for the merchandise shipped. It is a contract to deliver the goods to the buyer or consignee at the destination named in the agreement.

Projects

1. Secure an invoice form from your training station and fill in the normal information for a shipment you received recently.
2. Attach an invoice apron to the invoice and explain how it is used at the store where you are training. If the apron is not used, diagram and describe what is used in its place.
3. Find out from your training sponsor or from reference books what each of these invoice terms means:
 - a. 2/10, N/30
 - b. 2/10, E. O. M.
 - c. 5/10, N/60, R. O. G.

Module Topic: A System of Safeguards

Generalization: *Many customers and sales can be lost if merchandise is not checked properly by trained receiving department employees.*

Instructional Objectives:

1. Given access to procedures for checking merchandise and marking claims, and merchandise that requires checking and marking, check merchandise for discrepancies, losses and damages and mark identification on packages. Checking must be done according to the following steps:
 - a. Matching the purchase order against the invoice
 - b. Opening the containers in which the goods have been shipped
 - c. Removing and sorting the merchandise
 - d. Checking the quantity of goods received against the amounts specified on the invoice
 - e. Inspecting the goods for quality
 - f. Accurately marking each package or box in the shipment with an official receiving number
2. Given 10 packages marked with identification numbers and a list of departments who should receive packages, route packages to the proper department.
3. Given a situation where there is a shipment that has arrived, been checked, and the shipment and the bill of lading were not in agreement, write a discrepancy report to the shipper and manager. All discrepancies should be reported accurately.
4. Given a simulated shipment of packages needing to be marked with apron number and counted, mark and count all packages. Packages must be marked and counted with 100% accuracy.
5. Given a record book and a shipment of incoming merchandise, record all incoming merchandise. Merchandise must be recorded with 100% accuracy.
6. Given three postal receipts and three boxes of merchandise needing to be uncrated, sign postal receipts and uncrate merchandise. All postal receipts must be signed accurately and merchandise must be uncrated according to instructor's/supervisor's specifications.
7. Given questions relating to Assignments 9, 10, 11, and 12, state the answers with 80% accuracy according to the programmed answer key.
8. Given projects relating to Assignments 9, 10, 11, and 12, complete projects to the instructor's/supervisor's satisfaction.

Competencies	Criterion-Referenced Measures
1. Determine discrepancies, losses, and damages, and mark identification on packages. 2. Route packages to proper departments. 3. Write duplicate discrepancy report when shipment and bill of lading, ticket, or invoice do not agree. 4. Mark on package apron number and number of packages in shipment. 5. Keep a written record of all entering merchandise. 6. Sign postal receipts, uncrate merchandise.	1. Understanding of procedures for checking and marking claims demonstrated by instructor's/supervisor's approval of assigned projects. (Individual rating sheets prepared by instructor/supervisor to be appropriate to trainee's training station experience.)

Teaching-Learning Strategies

References

Materials, Media,
& Other Resources

- Have trainees complete assignments 9-12.

App. D, A System of
Safeguards

Notebook

Rating sheet

Appendix D

SECTION 3: A SYSTEM OF SAFEGUARDS

Assignment 9

CHECKING - PART I

The Importance of Skilled Checking

It was a few minutes until closing time at Smith's Department Store. The floor supervisors were making their way toward the entrances to lock up for the day. Salespeople were beginning to total their sales.

But unfortunately for the supervisor of the women's better sportswear department, her working day was not yet complete. At that moment, a customer, Mrs. Johnson, was making her way through the store to the women's department. She approached Mrs. Carson, the supervisor.

"I purchased this pants set yesterday and after I got home found it did not have buttonholes," Mrs. Johnson said.

Mrs. Carson examined the merchandise. "I hope you will accept our apology and let us exchange the merchandise," she said.

"Well, if this is the kind of merchandise that you put in stock for sale, I'm not sure I want an exchange," Mrs. Johnson replied.

"I can assure you, Mrs. Johnson, this kind of an oversight is not a frequent one. Occasionally, items with a factory defect like this one are not caught in the checking room."

Eventually, Mrs. Carson satisfied Mrs. Johnson and saved a customer and a sale for the store. But not all these situations turn out as favorably. Many customers and sales can be lost if merchandise is not checked properly by trained receiving department employees.

Checking Operations

Checking activities include at least five steps:

1. Matching the purchase order against the invoice.

2. Opening the containers in which the goods have been shipped.
3. Removing and sorting the merchandise.
4. Checking the quantity of goods received against the amounts specified on the invoice.
5. Inspecting the goods for quality.

These steps are performed in different ways in different stores, but basically the aims are the same in all stores. The retailer must be certain that the store receives the correct quantity and quality that was ordered, that the goods move to the selling floor quickly, and that handling expense is as low as possible.

The receiving room of a store is not where the goods are received, but the place where they are opened, checked, and marked. Many large stores use a room for checking and a room for marking. Portable tables are stationed first in the checking room. The merchandise is counted and then the tables are wheeled to the marking room.

Opening Merchandise

Tools to be used. In opening packages and cases, care must be exercised to avoid damage to the container and its contents.

There are many hand tools available for opening packages and crates. If your store provides tools made especially for opening packages, you should use them. If you are not provided with special tools, you can use a chisel, screwdriver, pliers, or pocketknife to open some packages. Since these tools were not made for this purpose, extra care must be used to avoid personal injury or damage to the tools or merchandise. Another tip: boxes, barrels, or other containers should never be opened by smashing in the top. This is a sure way of damaging the contents.

Some of the tools most commonly used in opening containers and for handling and checking merchandise are:

Wire cutters--for removing wire and steel bands from cartons and cases.

Box cutters--for opening corrugated containers. These eliminate the use of knives except for rope cutting and may be used for breaking the gummed sealing tape and for slitting the carton around the top.

Nail pullers--for removing nails from wooden cases.

Pinch bars--for prying off box lids.

How to open nailed wooden cases. In opening nailed wooden cases, you can use one of the following procedures:

1. Place the point of the tool under the end of the cover board. Pound the tool with a hammer until the cover board is forced up sufficiently to admit the tool. Care should be taken not to damage the contents by driving the tool in a downward direction. After the cover board is loose, insert the tool between the loose board and the box. Then force the cover board off by pushing the free end of the tool toward the floor. This puts the pressure on the box and not the merchandise. When the boards are loose, pull them off with your hands. After the merchandise is removed, empty the packing material and place the cover boards inside the empty box.
2. Place a nail puller in an upright position with the jaws straddling the nail head to be pulled. Grasp the handle in the left hand and the sliding weight in the right. Draw the weight up as high as it will go and with quick downward strokes drive the puller jaws into the wood until they are below the nail head. Exert a steady downward pressure on the puller so that the jaws remain in the wood. This motion will draw out the nail.

How to open metal-banded or wired cartons. Many companies use metal bands or wire to bind their shipping cartons. Completed under pressure, this type of fastening is particularly secure and will hold heavy contents in a compact unit.

Wire cutters are needed to open cartons tied in this manner. The receiving department employee should be very careful because of the pressures involved. The bands or wires could fly up and out when cut, and the loose ends could cause injury, especially to the eyes. Goggles should be worn as a safety measure.

How to open taped cartons. Cut the tape with a knife or sharp instrument where the flaps come together. Be sure you do not insert the

instrument far enough to cut any of the contents. Fold the flaps back. Empty the carton. Turn the carton on its side and cut the tape at the bottom just as you did at the top. Fold back the flaps. Press the carton flat. These flat cartons can be stored away without taking up much room. You can use them to send merchandise to customers.

How to open glued pasteboard cartons. Open the carton by cutting three edges at the top of the box. The same precautions should be taken in opening this type as the taped type. If the sides are of unequal length, the uncut side should be one of the long sides. This leaves a longer hinge, and the cover is less apt to break off. Fold the cover back. Empty the carton.

These cartons are not suitable for future use in packing, since the top has been damaged.

INSTRUCTIONS FOR QUESTIONS Keep the right side of this page covered. Read the question below and write the answer on a separate sheet of paper. Now take the cardboard away from the right side of the page and look at the printed answer in the book. Is it the same as yours? If you have a different answer, then your answer is wrong. Go back and read the information for the assignment again. You should get the right answer. Then you go on to the next question or frame. If you have a question or if you are not sure of the question, ask your instructor/supervisor for help.	
1 What are the basic aims of the checker?	a. The checker must see that the store receives the quantity and quality of merchandise that was ordered. b. The checker must see that the merchandise moves to the selling floor as quickly as possible. c. The checker must keep the expense of handling merchandise as low as possible.
2 Name the tools most commonly used in opening containers. Describe what each tool is used for.	a. Wire cutters--for removing wire and steel bands from cartons and cases b. Box openers--for opening corrugated containers, for cutting ropes and cords, and for slitting cartons around the top and bottom c. Nail puller--for removing nails from wooden cases d. Pinch bar--for prying off box lids

3 Why should a chisel point never be placed downward in the process of opening a wooden box?	It might damage the merchandise.
4 Why should a receiving department employee be exceedingly careful in opening a carton fastened with wire or metal bands?	The wire or metal bands may fly up and out when they are cut. A loose end could cause serious injury, especially to the eyes.
5 What is the reason for breaking down a pasteboard carton and storing it away?	You can use the carton later to send merchandise to customers.

Projects

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Assignment 10

CHECKING - PART II

Opening Cartons Before Invoice Arrives

Most retailers consider it a good practice not to open containers or remove merchandise until invoices are available. They reason that if merchandise is removed from the containers without being checked against the invoice immediately, two situations may develop, neither desirable. First, if the merchandise is sorted and placed on tables ready for checking, some of it may be removed before the invoice arrives, causing a "shortage." Second, if the store makes a record of the merchandise removed, places the goods in stock and then later finds a discrepancy when the invoice arrives, there is no way to recheck the shipment.

However, if the merchandise is needed on the sales floor it is probably best to open the merchandise at once. After all, merchandise cannot be sold while it remains in the receiving room. The proper procedure for checking merchandise before the invoice arrives is described in detail in the next assignment, "Methods of Checking."

Checking Against the Packing Slip

In each shipment, one of the packages will contain a packing slip (some companies place separate packing slips in each package). As a rule, that package will be labeled "Packing Slip Enclosed."

You should open the package with the packing slip first. You will need the packing slip to check the quantity of goods. With the packing slip in hand, you should arrange the other packages in sequence according to the packing slip numbers. Now, they are ready to be opened for checking.

The checking process will be speeded up if the goods are arranged according to style, kind, size, etc., as they are unpacked. The merchandise can be checked against the invoices quickly and easily.

After you open a package, check each item against the packing slip for quantity and types of merchandise. You should continue this operation until all items have been checked against the packing slip.

Reporting Discrepancies

You must watch for shortages, breakages, damages, overages, and substitutions. All should be reported to the manager.

If on delivery, a container shows evidence of damage, do not open it until you have called this to your supervisor's attention. He or she may want the freight agent to inspect it.

Shortages that are plainly the shipper's fault should be charged back to that person. If the shipment is by freight or express and there is any doubt, it is better to call for an inspection by an agent of the transportation company. Claims can then be filed against the carrier or a charge-back made against the shipper. If the shipper refuses to stand the charge, you can file the claim against the carrier or forward the inspection report to the shipper so that this person can file the claim. After this is done, he or she must honor your charge-back.

Breakages, damages, losses, and shortages that are not plainly the shipper's fault should be reported to the manager. The manager will probably call for an inspection. You should retain the merchandise and the containers until the inspection is completed. The store manager will keep one copy of the inspection report so that a claim can be filed against the carrier. Then you can put the merchandise into stock. If a container shows evidence that its contents are damaged, do not open it until you have called this to

your supervisor's attention. He or she may want the freight agent to inspect it.

You should either return overages to the shipper or notify him or her to send a bill for the merchandise. Your store manager will decide what to do in case of overage, but you should notify the manager of the discrepancy.

When substitutions are made, the manager of a small store will decide whether they are to be kept or returned. In a store where the buyer and the manager are different individuals, the manager will seek the advice of the buyer.

Reporting Incorrect Packing

When opening packages and checking merchandise, you should note the type of packing that the shipper has used. Report to the manager each instance of improper packing. If the shipper has used heavy wooden cases when corrugated boxes should have been used, the manager should be charged back. This is usually overlooked, and it means a loss to the store. You will be a more valuable employee if you remember ways to save your store some money.

INSTRUCTIONS FOR QUESTIONS Keep the right side of this page covered. Read the question below and write the answer on a separate sheet of paper. Now take the cardboard away from the right side of the page and look at the printed answer in the book. Is it the same as yours? If you have a different answer, then your answer is wrong. Go back and read the information for the assignment again. You should get the right answer. Then you go on to the next question or frame. If you have a question or if you are not sure of the question, ask your supervisor for help.	
1 Why is it important to have the invoice before opening merchandise shipments?	a. If the merchandise is sorted and placed on tables ready for checking, some of it may be removed before the invoice arrives, causing a "shortage". b. If the store makes a record of the merchandise removed and sends the merchandise to the stockroom, there is no way to recheck the shipment if a discrepancy is found when the invoice arrives.
2 Which package in a shipment of merchandise should be opened first? Why?	The package containing the packing slip should be opened first. The packing slip will be needed to check for quantity of goods.
3 List five discrepancies to look for when inspecting a merchandise shipment.	Shortages, breakages, damages, overages, and substitutions.

4 What action does the store take if a package or shipment of merchandise is short?	Shortages that are plainly the shipper's fault should be charged back to him. However, if the shipment is by freight or express and there is any doubt, it is better to call for an inspection by the transportation company agent. Claims can then be filed against the carrier or a charge-back can be made against the shipper. If the shipper refuses to stand the charge, the store can file a claim against the carrier or forward the inspection report to the shipper so that he can file his claim. In that case, he must honor the charge-back.
5 Explain the procedures to take if breakage or damage is discovered.	Breakages and damages that are not plainly the shipper's fault should be reported to the manager. Probably, he will then call for an inspection. The trainee should retain the merchandise and the containers until inspection is completed. The store manager will keep one copy of the inspection report so that a claim can be filed against the carrier. Then he can put the merchandise into stock. If a container shows evidence that its contents are damaged, do not open it until this has been called to your supervisor's attention. He may want the freight agent to inspect it.
6 Why is it important to watch the type of packing the shipper has used?	Improper packing may cause a loss to the store. If the shipper has used heavy wooden cases when he should have used corrugated boxes, he should be charged back.

Projects

1. List discrepancies you have found while checking merchandise. Describe how you handled each.

2. Explain your store's procedures for handling damaged merchandise.

Assignment 11
METHODS OF CHECKING

Nature and Importance of Checking

Checking operations normally include the following steps:

1. Opening cartons and sorting the goods. Assigned department numbers are verified to make certain that they are correct. No cartons should be unpacked until the checker knows that all pieces for that shipment are present.
2. Counting the goods, or in some manner verifying the quantities of the different items in the shipment.
3. Making reports. The checker often has a number of reporting duties. For example, if the quantity received exceeds that which was ordered, the buyer should be contacted. The same action is advisable when other types of discrepancies are discovered. With certain kinds of merchandise, such as ready-to-wear, the checker may be required to make a detailed listing of colors, sizes, and other descriptive information needed for unit control purposes.
4. Inspecting for quality and workmanship.

A checker must be alert to the various errors and mistakes that may be present in a shipment of merchandise. The following are some things that the checker may find wrong in a shipment:

1. Breakage. If improperly wrapped, fragile merchandise may be found broken when the container is opened.
2. Damage. Improper handling may have caused damage to contents in-transit.
3. Shortage. Invoice or packing slip may show that a larger number should have been received.
4. Overage. Invoice or packing slip may show that a smaller number should have been received.
5. Substitution. Invoice or packing slip may show a different color, size, style, or material than was received.

Types of Checking

The direct check. Under this system, merchandise is checked directly against the invoice. Compare the markings, notations, receiving numbers, and case numbers on the cartons and packages with the markings, notations, receiving numbers, and case numbers on the invoice. Then open the containers and lay the merchandise out on tables. Place all of a single style together before counting. Compare the count with the quantity shown on the invoice. If the counts are the same, place a check mark beside the quantity figure on the invoice. Then proceed in the same way to the next style. Always take the count before looking at the quantity on the invoice. The count will be more accurate if this practice is observed.

It is not necessary to count each article in a carton. The person who marks the merchandise must handle every peice of merchandise while attaching tickets. For instance, if shirts are received in boxes of a dozen each, the checker may count only by dozens. The count in each box can be taken as the shirts are marked. (If the supervisor wants a count on each article in the carton, do not hesitate to follow instructions.)

The direct check has three advantages. It is speedy and simple. It is economical. It makes possible a recheck in case of a discrepancy. Speed and economy are achieved by using the manufacturer's invoice as the basis of the check rather than having the store make up a form of its own. The rechecking of merchandise is made simple because the merchandise is still in one place in the receiving room.

The principal disadvantage of the direct check is the possibility of carelessness. For example, if the employee is given the invoice, the person may assume that the quantities on it are correct. That is why the employee should never look at the quantity on the invoice until after he or she has

made a count of the merchandise. To test the employee's accuracy, the supervisor may deliverately remove merchandise from shipments from time to time.

Another disadvantage to the direct check is that merchandise may pile up in the receiving room for lack of invoices, and sales may be lost. However, use of the "blind check" will keep merchandise flowing to the sales floor.

The blind check. With this plan neither the invoice nor the order form is given to the checker. The checker is required to prepare a list of the contents of the shipment and then it is checked against the original invoice. The checker's list is called a "dummy invoice."

In order to eliminate confusion caused by inaccurate merchandise descriptions by the checker, some stores provide a copy that is complete except for the quantities. The checker has only to record the quantities after the check has been completed.

The advantages of using the blind-check method are as follows:

1. It provides excellent invoice control because the original invoices are not scattered about the receiving room.
2. Merchandise is checked immediately upon arrival. There is no delay caused by the invoice's absence.
3. The details of size, color, and other characteristics may be needed immediately so that the information can be recorded on the marking tickets.

In spite of the advantages, the blind-check method is not the most popular because of several limitations:

1. Considerable paperwork is involved, making the blind-check method more expensive than the direct check.
2. Many vendors enclose a packing slip with each shipment. Since the checker has access to the packing slip with the quantities listed, the blind-check method loses its real purpose.

3. Shortages are not disclosed until the invoice has been matched with the checker's list. By the time this is done, the merchandise may have been marked and sent to the sales floor or stockroom.

The quality check. The person checking the quality of merchandise should be either the buyer or an able assistant who is familiar with the merchandise. The extent to which incoming merchandise is checked for quality depends upon the type of merchandise and the size of the store. Branded staple goods that are reordered regularly do not require quality inspection. Many textile and apparel items need to be inspected for materials and workmanship. Some merchants inspect furniture and appliance items before they are placed in stock. However, there are advantages to storing and delivering such items in the sealed original factory cartons because of the manufacturer's guarantees. When there is some indication of damage, the merchant must unpack and inspect the goods.

The dummy invoice. Sometimes a store's receiving room becomes crowded and it is necessary to unpack merchandise before the invoice arrives. The usual procedure is to make a dummy invoice. This is merely a list of contents made by counting and inspecting the articles in the shipment itself. To insure accuracy two people usually make the count. The dummy invoice is treated like an ordinary invoice, but it is not paid until the original invoice is received.

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1 Explain the direct check method.	Merchandise is checked directly against the invoice to compare markings, notations, receiving numbers, and case numbers on cartons and packages.
2 What are the advantages of the direct check?	a. It is speedy and simple. b. It is economical. c. It makes possible a re-check in case of a discrepancy.
3 What is the principal disadvantage of the direct check?	The possibility of carelessness in checking. For example, if you are given the invoice, you may assume that the quantities are correct.

4 What may the employer do to determine the checker's accuracy?	The employer may take merchandise from shipments from time to time just to see if the employee will discover the discrepancies.
5 Explain the blind-check method.	With this method neither the invoice nor the order form is given to the checker. The checker is required to prepare a list of the contents of the shipment and then compare it with the original invoice.
6 List the advantages of the blind check.	a. It provides an excellent invoice control because the invoices are not scattered about the receiving room. b. Merchandise is checked immediately upon arrival. c. The details of color, size, and other characteristics may be needed immediately for marking tickets.
7 List the disadvantages of the blind check.	a. Because more paper work is involved, this method is more expensive than the direct check. b. Many vendors enclose a packing slip with each shipment listing the quantities. This defeats the purpose of the blind check. c. Shortages are not disclosed until the invoice has been matched with the checker's list. By the time this is done, the merchandise may have been marked and sent to the sales floor.

8 Who should check the quality of merchandise?	Either the person who ordered the merchandise or an able assistant who is familiar with the merchandise.
9 What merchandise does not require a quality check?	Branded staple merchandise that is reordered often.
10 When is it necessary to make a dummy invoice?	When a receiving room becomes crowded and it is necessary to unpack the merchandise before the invoice arrives.

Projects

1. Find out which of the two quantity-checking methods are used by your store. If the store is using both methods, write a report explaining why.
2. List the qualifications a person should have in order to be a good merchandise checker. Consult your training supervisor. What do you think are your strong and weak points as a checker?

Assignment 12

MAKING CLAIMS

Claims Against the Carrier

When you discover shortages while checking, and the merchandise is still in the receiving room, you should call your supervisor or manager to make a recheck. Of course, if you have already placed the merchandise in stock (under the dummy invoice method), a recheck is impossible. Therefore, the original check must serve as a basis of a claim against the shipper or the carrier.

The first question is who's at fault? The vendor or the carrier? If indications are that the missing goods were lost "in-transit," the claim will be made against the carrier. Sometimes a shipment is lost completely and never turns up. In such cases the shipper asks the carrier to prove delivery to your store. The carrier is also responsible for any partial loss. Of course, the shipper must prove that he made the shipment and prove what the shipment contained. The bill of lading or express receipt is sufficient proof of shipment and a certified copy of the invoice is proof of the contents.

The goods may arrive damaged at your store. The carrier is responsible for damages. It is your responsibility to see that this damage is noted by the freight agent and that a claim is filed.

A store should be careful not to make claims against the carrier unless it is evident that the goods were lost in-transit. The ease with which claims are collected from transportation companies often depends on a store's reputations for fairness. If you are not sure who is to blame for shortage or damage, it is better to favor the carrier than the vendor. If the shipper

feels that he or she is not to blame, then the matter can still be taken up with the carrier. When some stores are not able to determine whether the vendor or the carrier is at fault, they file a claim against the vendor but at once notify the carrier of the discrepancy. If the vendor refuses to allow the claim, a claim is then filed against the carrier.

Claims Filed Against the Vendor

The principal reasons for claims against the vendor are shortage, damage, and misrouting. You should always examine the packing and condition of a shipment carefully to determine whether the vendor failed to ship the missing goods or whether they were lost in-transit. When checking the shipment, you should indicate on the invoice the amount and nature of the shortage or damage. A claim is prepared from the invoice.

The chief precaution to take in handling claims for shortage or damage is to indicate clearly and distinctly on the invoice the (1) there is actual shortage or damage and that (2) a claim is to be made. If you don't, the discrepancy may go unnoticed and the total amount of the invoice will be paid. It is a good practice to record the shortage or damage in red pencil so it will be detected easily. You should not alter the amount stated by the vendor.

An error in routing may be noticed before you check the goods. For example, the original order may have called for freight but the invoice is marked express. You should look at the receiving record or receiving apron to verify the method of shipment. If the goods were actually received by express, the difference between freight and express should be figured. Claim for this amount can then be entered against the vendor. Before the store enters such a claim, however, the buyer should be consulted. He may

have given the vendor later instructions than those on the order. Remember that every claim should be carefully considered. No store is so powerful that it can afford to disregard the rights of those from who it buys.

Procedures for Filing Claims

Because the law requires that claims be filed within a specific time, it is very important to gather quickly all of the evidence needed to support the claim. Sometimes, damage or loss can be detected before you sign the receipt for the goods. When you can tell without opening a package that something is wrong, don't sign the receipt without first listing your reservations, such as "one parcel damaged," in the presence of the delivery man.

When shipments are lost or damaged, it is the responsibility of your store or the shipper to present a claim to the carrier. This is called "filing" the claim. Some stores, particularly large ones, have formal report forms for use in the receiving room when discrepancies are discovered or when damaged merchandise is found. After the receiving room clerk has filled out a report form, it is sent to the store's traffic office. Proper claims are filed there. This process aids claims procedures and hurries the settlement.

Figure 28 shows a form filled in by the receiving clerk. Note that it contains the following data:

1. Date of shortage report
2. Name and address of the shipper
3. Purchase order number
4. How shipped
5. Quantity and nature of the irregularity
6. Reported by (signature of the receiving clerk)

Most railroads provide a special form for presenting claims. This form must be filled out carefully. It must be accompanied by proof that goods were shipped and proof of loss or damage. Because these papers support the claim, they are known as "supporting papers." All of the forms now in use are similar, and the same information is required on all of them.

IRREGULARITIES IN INCOMING SHIPMENTS MIL-MAR COMPANY	
Use this form for reporting to the Purchasing Department all irregularities in incoming shipments such as damaged condition, shortage, etc.	
Date	<u>August 10, 19</u>
Name	<u>Capital Office Supply Co.</u>
Address	<u>1902 Brook St, New York</u>
Purchase Order No.	<u>687</u>
How Shipped	<u>Ad 2 Trucking Co.</u>
<u>2 gross Memorandum books were short.</u>	
Reported by	<u>Allen Franklin</u>

Figure 28: Some firms use formal reporting forms for notifying traffic departments of an irregularity in an incoming shipment.

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1 If a shipment is completely lost, what should the shipper do?	The shipper should ask the carrier to prove delivery to the store.
2 What is the main precaution you should take in handling claims for shortage or damage?	The main precaution is to indicate clearly and distinctly on the invoice that there is actual shortage or damage and that a claim should be made. This will keep the store from paying the total amount.
3 What are supporting papers?	Supporting papers are proof of loss or damage that must accompany a claim when it is filed.
4 What does the term "in-transit" mean?	En route to the store.

Projects

1. List five items of merchandise that do not require a quality check and explain why they do not. Consult your training supervisor.
2. Find out from the receiving manager or from a local freight agent the time limit for filing claims against a common carrier.
3. Write a report on an actual claim made by your training station. Tell the reason for filing the claim and the results.

Module Topic: Marking the Merchandise

Generalization: *Prices have not always been placed on merchandise. In past times, the selling price was determined by vigorous bargaining. Our modern department stores could not survive without legible, accurate, and economical price markings to fill the needs of: (1) customers, (2) salespeople, (3) merchandise managers, and buyers, and (4) the controller.*

Instructional Objectives:

1. Given marked price tags and one shipment of merchandise, put price tags on merchandise. A checklist will be used to evaluate performance. All items on the checklist must be marked "Yes" by the instructor/supervisor.
2. Given two boxes of merchandise which need to be checked in, check in merchandise by size and color against the order and invoice. All merchandise must be checked in with 100% accuracy.
3. Given four invoices which need to be sent to the bookkeeping office, send the invoices to the bookkeeping office. All invoices must reach the bookkeeping office in excellent condition.
4. Given a simulated situation requiring positive mental attitudes and work habits appropriate to a receiving clerk, explain in writing how this can be accomplished. The instructor must approve of the written explanation.

Competencies	Criterion-Referenced Measures
1. Put price tags on merchandise before sending it to proper department. 2. Check in merchandise by size and colors against the order and invoice. 3. Send invoices to bookkeeping office. 4. Exhibit positive mental attitudes and work habits appropriate to a receiving clerk.	1. Completion of projects relating to the marking of merchandise (to instructor's/supervisor's minimum standards of performance). (Individual rating sheets prepared by instructor/supervisor to be appropriate to trainee's training station experience.) "Yes" ratings assigned to all applicable items on the accompanying "Instructor's Checklist". 1. Reflection of positive mental attitudes and work habits as rated by the instructor/supervisor.

Instructor's Checklist

Check the trainee's performance in the following elements of putting price tags on merchandise. Circle YES if the point was fully covered, and NO if it was not covered.

Activity	Rating	
1. Price tags or marking are easily identified as the official store marking.	Yes	No
2. Marking materials are durable enough to last until the merchandise would normally be sold.	Yes	No
3. Marking did not injure merchandise.	Yes	No
4. Ink was kept off the item marked.	Yes	No
5. Price location encourages easy identification.	Yes	No
6. Marking is neat, legible and properly arranged.	Yes	No
7. Marking information is arranged so price revisions can be made without requiring new tickets.	Yes	No
8. Merchandise was handled as little as possible.	Yes	No

Teaching-Learning Strategies

References

Materials, Media,
& Other Resources

- Have trainees complete Assignments 13-18.

- V-TECS, p. 109

See App. E, Marking the Merchandise.

Notebook

Rating Sheets

- Conference with trainee to discuss progress in training program and plans for future growth.

Appendix E

SECTION 4: MARKING THE MERCHANDISE

Assignment 13

HOW IT'S DONE - AND WHY

How Sales Can Be Lost

Bill and Jim had planned a fishing trip for weeks. They had every detail of the trip worked out, including the amount of time it would take to bait each hook. On the morning of departure they made one last check before driving off. It was then that Bill noticed that they didn't have a live-bait bucket.

"Jim, we can stop on the way out and buy the bucket," Bill suggested.

"Right, there's a small sporting goods store about three blocks from here," Jim replied.

In a few minutes Bill and Jim entered the store and made their way to the fishing tackle area. They had several different kinds of bait buckets to choose from, in all sizes and shapes. Some were metal, some foam, some corrugated cardboard.

"I don't see any prices marked on the buckets," Jim said.

Bill examined the buckets closely. "Neither do I," he replied. "Let's ask somebody."

Jim approached a young man working stock in the next aisle.

"Pardon me, but could you tell us the prices on your bait buckets?"

"The buckets should be marked," the young man answered.

"We checked each one carefully and didn't find a price," Jim replied.

"I work here only part-time and don't know all the prices," the young man said. "Tell me which bucket you have in mind and I'll check the price with someone."

"We like the metal bucket," Bill said.

The young man departed with the bucket and returned in a few minutes. "The manager has stepped out of the store, but the assistant is trying to locate the invoice to check the price. He thinks the bucket sells for \$8.95."

At this point Bill and Jim were becoming impatient. All this delay was wrecking their schedule.

"Bill, I know where there is another store not too much out of our way," Jim said in a low voice. They decided to try there.

Bill and Jim soon found the bait bucket they wanted. They could have purchased the bucket at the first store, of course, had the merchandise been properly marked. A store must try to avoid situations like this one. The following unit discusses the importance of marking merchandise properly.

Why Price-Mark?

Prices were not always placed on merchandise. At times in the past, the selling price was determined by vigorous bargaining. But today our modern department stores could not survive such conditions. We require legible, accurate, and economical price marking to fill the needs of the following groups:

1. Customers--who must be able to locate price information with little effort.
2. Salespeople--who require price, size, and classification information and must have it quickly. (If the position of marking information on the price ticket is standardized storewide, it aids seasonal salespeople who are shifted about the store.)
3. Merchandise managers and buyers--who want accurate, attractive marking to aid in selling and to provide unit control records.
4. The controller--who requires accurate, complete, and legible marking to minimize stock shortages and prevent poor inventories caused by incorrect merchandise description and selling at incorrect prices.

The price mark acts as a silent salesperson. It advertises the merchandise to the shopper, who often is reluctant to ask the price. It encourages customers to serve themselves, thus reducing sales effort. Customer goodwill is created by marking, since the price ticket assures the customer that he is paying the correct price.

Marking Operations

The operation of an efficient marking system calls for careful planning and control. The final task of affixing price tickets to merchandise is only one small phase of the overall marking function. Regardless of the size of the store, the following principles of price marking should be applied:

1. The price ticket or marking should be easily identified as the official store marking.
2. Marking materials should be durable enough to last until the merchandise would normally be sold and should be easy to remove.
3. Marking should not injure merchandise, and care should be taken to keep ink off the item marked.
4. Price locations should encourage easy identification by salespeople and customers.
5. Marking should be neat, legible, properly arranged. Tickets should be clean and attractive.
6. Marking information should be arranged so price revisions can be made without requiring new tickets. Sufficient stubs should be provided to eliminate re-marking customer returns.
7. Ticket layout should be standardized within departments and throughout the store if possible.
8. Merchandise should be handled as little as possible in processing.

All ticket operations should be centrally supervised. Price markings determine the income generated by the merchandise when sold. Carelessness or dishonesty at this point can cost exceedingly. Errors in marking sizes on tickets attached to apparel items can lead to excessive merchandise returns

by the customers or perhaps to excessive markdowns because the merchandise did not sell readily. For example, a size 14 dress that is marked size 18 in error and placed on the size 18 dress rack is not likely to sell there at any price.

INSTRUCTIONS FOR QUESTIONS Keep the right side of this page covered. Read the question below and write the answer on a separate sheet of paper. Now take the cardboard away from the right side of the page and look at the printed answer in the book. Is it the same as yours? If you have a different answer, then your answer is wrong. Go back and read the information for the assignment again. You should get the right answer. Then you go on to the next question or frame. If you have a question or if you are not sure of the question, ask your instructor/supervisor for help.	
1 How does the price mark benefit the customer?	It advertises the merchandise to the shopper, who often is reluctant to ask the price.
2 How does the price mark benefit salespeople?	Salespeople require price, size, and classification information and must have it quickly. If the position of marking information is standardized storewide on the price ticket it aids seasonal salespeople who are shifted about the store.
3 What factor should be taken into consideration in arranging marking information on the price ticket?	Marking information should be arranged so price revisions can be made without requiring new tickets.
4 How does a store create goodwill through its price tickets?	Customer goodwill is created by marking, since the price ticket assures customers that they are paying the correct price.

5

Given an example of how carelessness in price marking can be costly to the store.

(Teacher will evaluate your answer.)

Assignment 14
DATA FOR PRICE MARKING

How to Notify Markers

After the merchandise has been received and properly checked against the invoice and order, it is ready to be price-marked and sent to forward or reserve stock.

Except in very small stores where the person who determines prices also marks the merchandise, a systematic procedure for channeling price and other data to the markers is needed.

The most common practice is for the buyer or proprietor to write the unit selling price on the vendor's invoice, which then serves as the marker's authorization. This practice usually occurs at the time the merchandise is inspected for quality and the invoice is checked for agreement with the purchase order.

The central offices of many chain stores publish an official schedule or list of retail prices and send them to each unit. The unit store manager is authorized to deviate from the price list if necessary to meet competitive prices.

Many stores use the preretailing method of price authorization. Under this method, prices are determined and placed on a copy of the purchase order at the time the merchandise is bought. The copies are then forwarded to the receiving and marking room where they can be used later for price authorization. Preretailing eliminates the time-consuming need for the buyer to come to the marking area to "retail" invoices.

Preretailing may not be practical for merchandise that varies in price frequently or for goods that require the buyer's inspection. However, on most staple goods, preretailing is a widely used and highly recommended device.

Information on Price Tickets

Every price ticket should be marked with a season letter or the date of receipt of the goods. Whether this date indicates the exact day the goods were received or simply the month or season will depend on store policy. How the date is shown is not important, so long as it is a simple code. The most common method is to divide each year into two seasons and letter them consecutively. January 1 to June 30 might be season A. Season B would be the last half of the year, and C the first half of the next year. The six months in each season are then numbered from one to six. The season letter B3, appearing on a price ticket, would mean that the article was received in September of the first year. A second method may indicate the exact date--77.12.27. This means December 27, 1977. Third, each month may be indicated by a letter, starting with A for January, but leaving out similar letters. For example, "I" may be left out because of its similarity to "J." June 25, 1977, would read F 25,77. Fourth, the month and the season from January through June for 1977 may be X. The date June, 1977, would be indicated by X6, the sixth month of X season. Fifth, some stores indicate simply the season and not the month. For example, Y may be the fall season, 1977. For careful control, however, the monthly figure is desirable.

The importance of having the designation for the season on every invoice cannot be overemphasized. Quick turnover is essential in retail selling, and this may be accomplished only by eliminating slow-moving merchandise. The season letter is an effective means of locating slow-selling merchandise, which can then be promoted or placed on sale.

For some lines of merchandise, the retail price and the season letter are the only notations on the price ticket; for others, additional information is needed. If a store uses the cost of the merchandise rather than the retail

price in taking inventory, it is necessary to have the cost price on the ticket. There are various code methods for doing this. One is to take a ten-letter phrase, such as "money talks," and number each letter consecutively. In this case, T N Y would be \$6.35.

A second method is prefixing. If the price is \$3.75, for example, it could be prefixed with the numeral 1, which is also added to each number. The code would appear 1486. With the prefix 2, the same amount would appear as 2597 and with 4 as 4719.

A third method uses symbolism based on the illustration at right. According to this system, \$4.75 would be written

1	2	3
4	5	6
7	8	9

as



Since the tendency in retailing is toward use of the retail method of inventory (merchandise is listed by the retail price), the use of such codes is gradually disappearing.

For most stores, it is helpful to have some number on the ticket that will allow the buyer to refer either to the order or to the invoice. Some stores place the order number on the ticket. Others use the invoice register number. Still others indicate the page and line of the stock book where the invoice is registered. A fourth group places a "house number" on the invoice. A "house number" is given each vendor with whom the store deals. All of these methods reveal the origin of the merchandise.

In many departments the style number should appear on the price ticket in addition to the retail price, the season letter, and the order number. The style is of particular importance in taking inventory since it insures that all articles of the same style are listed together. The style number in combination with the order number is also of value in determining the source of the article and its cost price.

In some cases, the department number, the size, and the color are found on the price ticket. The department number is valuable whenever two departments carry similar merchandise and there is danger of the goods being mixed.

Size and color codes are used especially in ticketing outer ready-to-wear. In this case, size and color are important in analyzing sales to determine how different sizes and colors are moving. Price, style, size, and color are classifications of piece control systems that have been found valuable in many departments.

The various items shown on a price mark should be assigned a definite place on the ticket. This procedure also holds true if the price mark is applied directly to the merchandise without the use of a ticket. Employees should be able to identify instantly the items on a price mark by their location.

The extent of the information carried on tickets is determined largely by store policy. The amount of information also varies with the kind of merchandise. Consequently, the Distributive Education trainee must be guided by the policies of his training station.

Store employees should never pass cost information to their acquaintances. To a person unfamiliar with the cost of doing business, it may appear that the store is making an exorbitant profit.

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1 Explain the term "retailing the invoice".	The buyer or proprietor writes the unit selling price on the vendor's invoice, which then serves as the marker's authorization to price-mark the merchandise.
2 Explain the method that many chain organizations use for the notification of prices.	An official schedule or list of retail prices is published by the central office and sent to each unit. The unit store manager is authorized to deviate from the price list if necessary to meet competitive prices.
3 Explain how the preretailing method of price authorization works.	Under this method prices are determined and placed on a copy of the purchase order at the time the merchandise is bought. The copies are then forwarded to the receiving and marking room where they can be used for price authorization.

4 Why is it important to have the season code letter on the price ticket?	By means of the season letter, articles that have been in the store too long can be removed from stock and given special promotion or placed on sale. The season letter is an effective means of locating slow-selling merchandise.
5 Describe a way of showing the date of receipt in code on the price ticket.	Divide each year into two seasons and letter them consecutively. January to June 30 might be Season A. Season B would be the last half of the year, and C the first half of the next year. The exact month would be indicated by a number from one to six.
6 What information other than price, season code, and department number is found on outer ready-to-wear price tickets?	Style, size, and color are used especially in outer ready-to-wear.

Project

1. Draw up a price code using the word "Blackstone" for the code letters, and show how to write: \$5.95; \$2.49; \$0.37.

Assignment 15
METHODS OF MARKING

The Determining Factors

The method of marking used by a store depends on two things: the type of merchandise to be marked and the policy of the store.

Regardless of the method, the merchandise being marked should be examined to see if it is in good condition. This examination need be only a casual one and should not interfere with the speed of the marking operation. Stores whose markers do a good job in this respect have returned thousands of dollars in bad merchandise to manufacturers.

Price Tickets

There are many types of price tickets in use. The type of price ticket used depends on the kind of merchandise being marked. One of the most common is the pin ticket. Its principal advantage is that it cannot slip or wobble. Pin tickets are used on washcloths, linens, throw rugs, and similar merchandise made of heavy material. Figure 40 contains examples of the pin ticket. Note the different sizes and shapes.

Another commonly used price ticket is the gummed label. One type of gummed label can be used on cloth, unpainted wood, or oily surfaces. Another type is used on cellophane, metal, and glass. Because of their versatility, gummed labels are used for almost any type of merchandise.

String tickets and tags are used on all types of goods, from jewelry to ready-to-wear. Study the string ticket illustrations in Figure 30. Note the three-part tag, specially designed for items which are frequently returned.

Folding pin tickets are ideal for marking such merchandise as rugs, jackets, and overcoats, which require sturdy tickets.



Figure 29: The pin ticket is one of the most common price tickets and is favored because it will not slip or wobble.

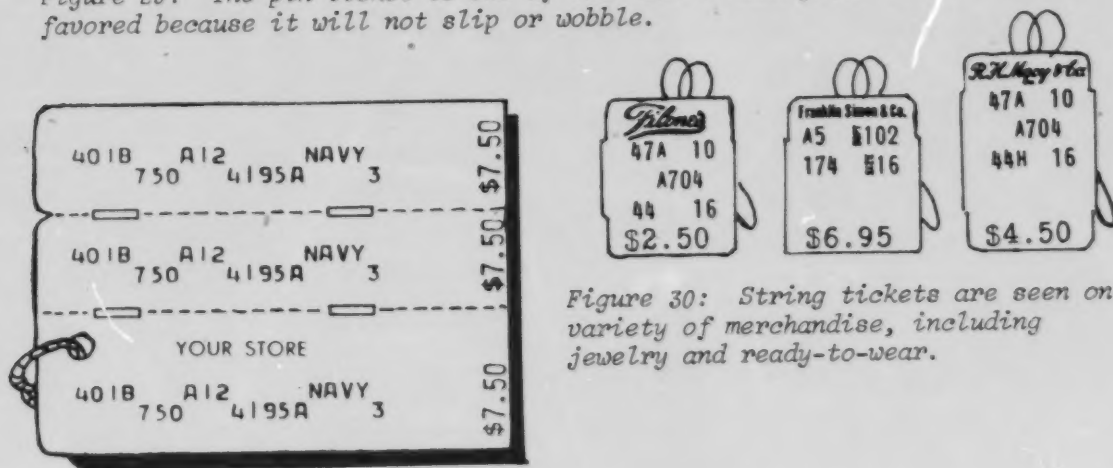


Figure 30: String tickets are seen on a variety of merchandise, including jewelry and ready-to-wear.

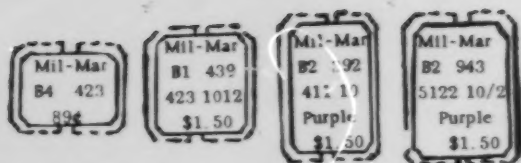


Figure 31: Gummed labels can be used on almost any kind of merchandise.

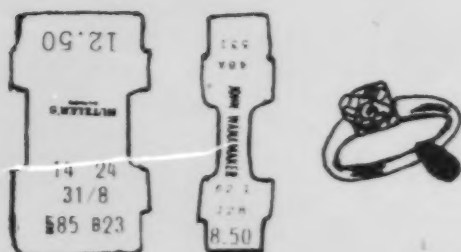


Figure 32: Ring seal tickets come in two sizes--one for use on jewelry items and the other on lampshades.

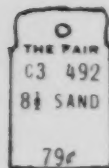


Figure 34: Pair items, such as gloves can be tagged with a hole ticket, which dangles from the threads holding the two items together.

The hole ticket is used on paired items like gloves, which are sewed together.

Ring seal tickets are available in two sizes. The small size is used for beads, rings, bracelets, and other jewelry items. The double size is used primarily for lampshades.

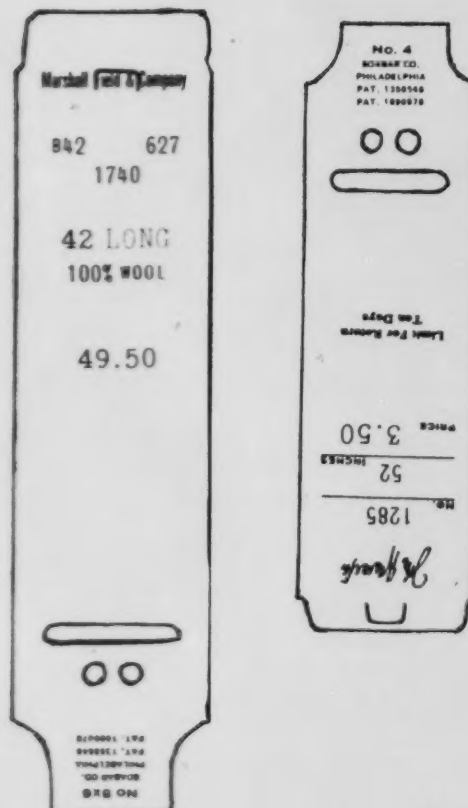


Figure 33: Merchandise requiring sturdy tickets can be marked with folding pin tickets.

Wedge tickets are designed to protect delicate fabrics, such as hosiery. It is easily attached. The ticket does not slide or pull off in ordinary handling.

The button ticket slips over a button, just as its name implies. It is ideal for marking shirts, jackets, suits, and other garments.

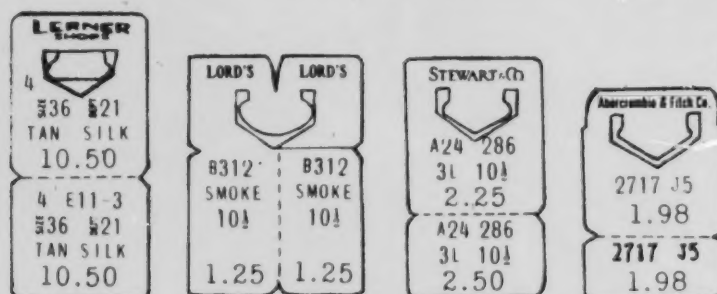


Figure 35: To protect delicate fabrics, retailers often use wedge tickets, markers which do not slide or pull off in ordinary handling.

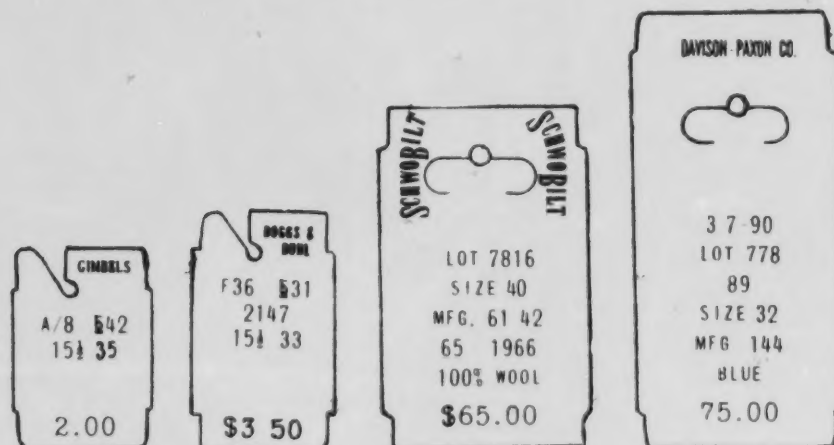


Figure 36: Button tickets are ideal for marking clothing items like shirts, jackets, and suits.

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1 What factors are taken into consideration in determining the method of marking?	The type of merchandise to be marked and the policy of the store.
2 What type of merchandise are pin tickets used for?	Pin tickets are used on wash-cloths, linens, throw rugs, and similar merchandise made of heavy material.
3 What is the purpose of using a three-part tag?	The three-part tag is specially designed for items which are frequently returned.
4 What type of price ticket is used for delicate fabrics? What are the advantages of using this type of price ticket?	Wedge tickets are designed to protect delicate fabrics like hosiery. They are easily attached and do not slide or pull off in ordinary handling.

5

How is the button ticket used?

The button ticket slips over a button and is ideal for marking shirts, jackets, suits, and other garments.

Assignment 16
MARKING EQUIPMENT

Marking Machines

When price tickets are used, both large and small stores find it advantageous to use marking machines for items that do not require hand marking. There are several types of machines that print the ticket and attach it to the merchandise in one operation. Where the store has sufficient marking to justify their use, they result in speed, economy, accuracy, guaranteed legibility, and control of the marking process.

One type of electrically operated machine is the ticket, tag, and label maker. It automatically feeds, prints, and counts many types of tickets and labels at a rate of 174 impressions per minute.

The gummed label machine is found in many retail stores because of the wide use of gummed labels on various types of merchandise. The gummed label machine comes in both electric and hand-operated models. Some electric models can print at speeds up to 200 impressions per minute. It is easy to set and operate and can be moved to the selling floor for use if necessary.

An electric machine may be used both to print the information and to pin the ticket to soft goods that will not be injured by the puncture. Figure 37 shows a pinning machine. This model will print and attach tickets with up to four lines of price and stock control information, on either single or two-part tickets. Only one single setting of copy for all tickets is required.

A standard machine for marking ready-to-wear is the string-tag machine. Figure 38 shows a string-tag machine in which the copy for the tickets is determined simply by turning a dial knob. The string tickets can be

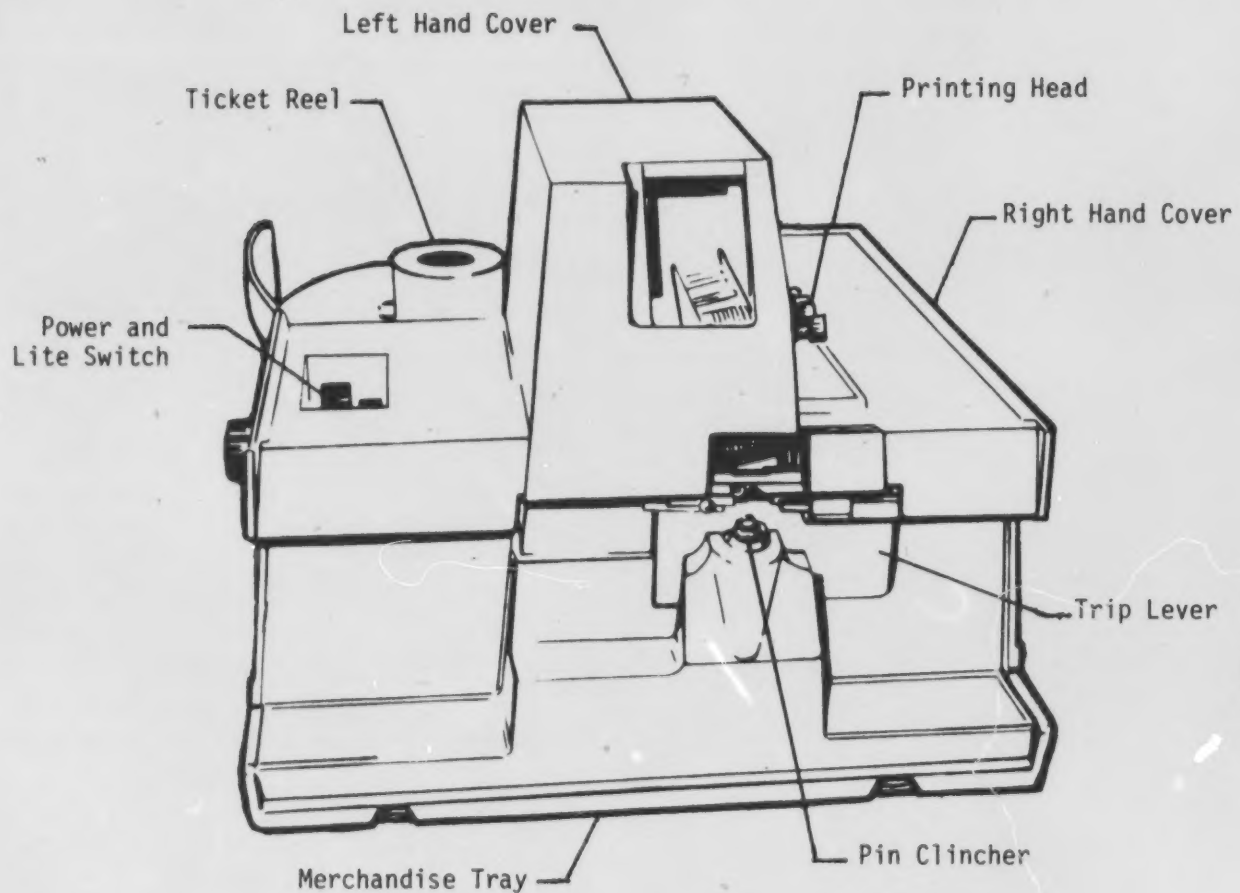


Figure 37: This pinning machine will print and attach tickets with up to four lines of price and stock control information, on either single or two-part tickets.

prepared with duplicate information on a two-part tag or in various colors for unit stock control or other purposes. The machine shown here does more than print and attach string tickets; it will imprint a variety of tags and labels with price and stock control information.

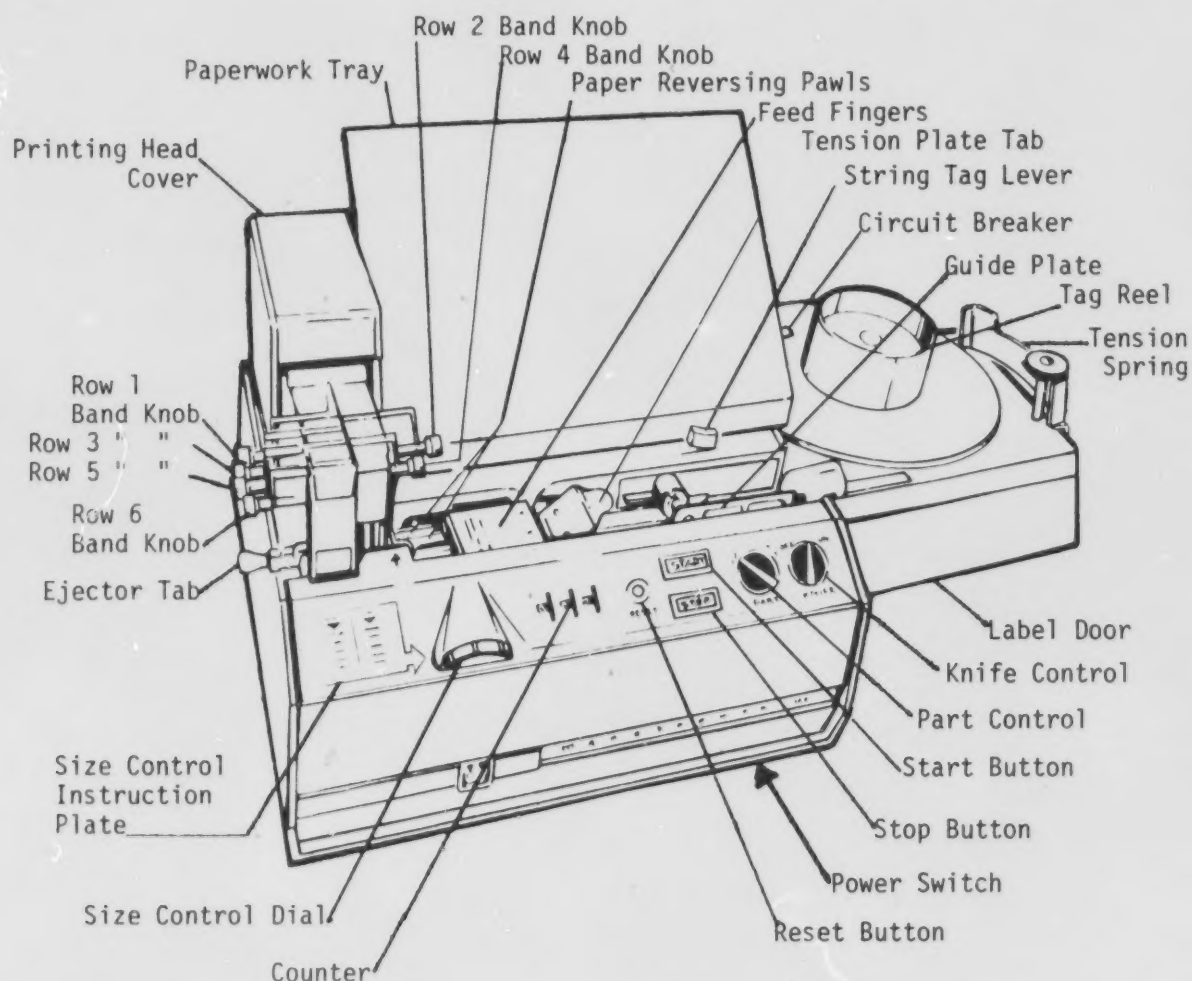


Figure 38: This machine is used to imprint a variety of tags and labels, including string tags, with price and stock control information.

A swiftacher and swiftachments are frequently used in marking ready-to-wear items. This method of marking is more permanent than most others, because it insures that the price tag will stay attached to the item until removed by the customer. See Figure 39.

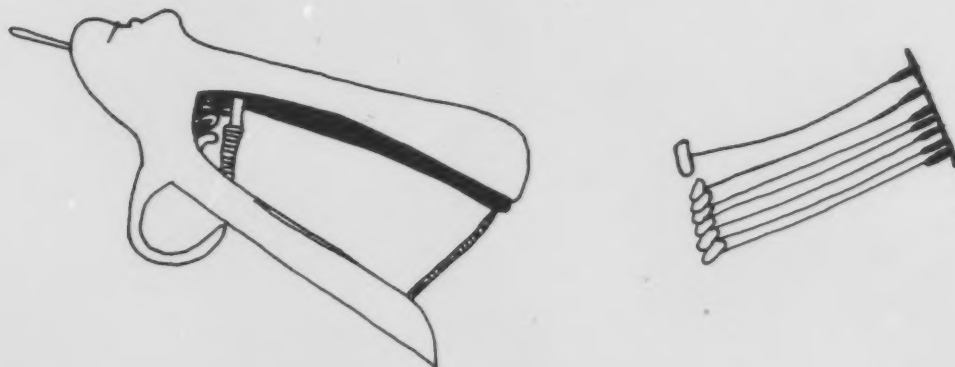


Figure 39: Swiftacher with needle and swiftachments.

Figure 40 is a chart which shows the kind of ticket which should be used to price-mark various items. It also indicates the proper location of the price ticket. The term "string" in the chart refers to string tags and includes both silk and cotton strings. "Label" refers to either a gummed label or book ticket. Pin-on tickets (designated as "pin-on") are those with two prongs. "Slip-fold" indicates slip-fold tickets, a pinless type manufactured to mark sheer merchandise. Although they are not included on the list, swiftachments may be used to attach price tags to most ready-to-wear apparel.

Hand Marking

The rubber stamp method. Cost is sometimes of secondary importance in marking higher-priced merchandise, such as coats, suits, and dresses. But in general, where there is a choice between marking methods which satisfactorily meet all requirements for a particular kind of merchandise,

MERCHANDISE	TICKETS RECOMMENDED		MACHINE PRINTED		SUGGESTED LOCATION OF TICKET ON MERCHANDISE
	First Choice	Second Choice	Hand Att.	Mach. Att.	
Aluminum ware	String	Label	X		Handle
Aprons	Pin-on	Pin	X	X	Belt band
Axes	Label		X		Handle
Baby baskets	String	Label	X		Handle
Banjoes	String	Label	X		Peg
Baseballs (boxed)	Label		X		Lower right corner of box
Baseball bats	Label		X		Handle end
Bassinets	String		X		Handle
Bed spreads	Pin	Label	X	X	Corner
Bicycles	String		X		Handlebar
Binoculars	String	Label	X		Frame
Blankets (wool, cotton, etc.)	Pin	Label	X		Top fold
Book ends	Label		X		Bottom
Boots (rubber, leather, etc.)	Label	String	X		Top inside
Bottled goods	Label		X		Bottom
Bracelets	String		X		Bracelet
Brooms	Label		X		Handle
Cameras	String	Label	X		Handle
Carpets	String	Pin	X	X	Edge
Clocks	String	Label	X		Stem-winder
Coats (women's and misses')	String		X		Sleeve
Cutlery	Label	String	X		Handle
Dishes	Label		X		Bottom
Dresses (infants)	Pin-on	Pin	X	X	Back neck
Dresses (women's and misses')	String		X		Belt loop
Drugs (boxed)	Label		X		Lower right corner box
Drugs (bottled)	Label		X		Bottom
Fitted cases	String	Label	X		Handle
Flower vases	Label		X		Bottom
Hampers	String	Label	X		Handle
Handbags	String		X		Handle
Handkerchiefs	Label	Pin-on	X	X	Corner
Hosiery (silk, rayon, nylon, tulle, chiffon)	Pin-on	Slip-fold	X	X	Top
Ink	Label		X		Bottom
Kettles	String	Label	X		Handle
Lamps	String	Label	X		Frame
Lipsticks	Label		X		Around corner
Mattresses	String	Label	X		Through seam
Neckties	Pin-on	Label	X	X	Small end
Perfumes	Label		X		Optional
Pottery	Label		X		Bottom
Radios	String	Label	X		Knob
Rugs (rag)	Pin	String	X	X	Edge
Salt & Pepper Shakers	Label	String	X		Bottom
Skates	String	Label	X		Skates
T Shirts	Pin-on	Pin	X	X	Neck back
Toys (metal)	String	Label	X		Toy
Trousers	Pin	Label	X	X	Belt loop
Umbrellas	String		X		Handle
Undershirts	Pin-on	Pin	X	X	Back neck
Watches	String		X		Ring or buckle
Wringers	String	Label	X		Handle

Figure 40.

the primary factor governing that choice should be economy.

The rubber stamp method of marking is one of the most economical, but there are several factors to consider:

1. It is usually restricted to small articles on which the price mark is easy to find.
2. If possible, it is used on fast-moving items of low price where a small margin of profit precludes the use of more expensive marking methods.
3. It is used on merchandise individually wrapped in paper or cellophane.
4. It is used on merchandise that can be stamped directly without defacing or otherwise damaging the merchandise.

The rubber stamp method reduces time, labor, and handling in the marking process, all of which increases production.

Types of rubber stamps. There are two general types of rubber stamps in use: the band stamp and the block stamp.

The band stamp is adaptable for marking a variety of merchandise and is used most commonly. It is a simple matter to adjust the band stamp to any desired setting of letters and figures.

With block stamps, the information is molded on a single piece of rubber, backed with a sponge rubber, and mounted firmly on a wooden block with a handle. Block stamps are not adaptable and can be used only for stamping information affixed on a stamp.



Figure 41: Block stamps are durable, but their messages cannot be adapted once the mold is made.

Instructions on rubber stamp and pencil marking.

A. Points to remember regarding pencils:

1. Keep a sharp point on all pencils.
2. Make small figures.
3. Write legibly.
4. Write lightly, so that price marks will not become indented in the merchandise.

B. Points to remember regarding stamps:

1. Keep stamps clean--brush occasionally during the day with a brush dipped in a little alcohol.
2. Never clean stamps with knives or sharp implements.
3. If a numeral or letter is used continuously, turn the band occasionally so that it will not stick to the bridge of the stamp.

C. Points to remember regarding stamp pads:

1. Paste label on the cover of all pads showing the kind of ink they contain.
2. Always re-ink pads only with the same kind of ink that was originally used on them.
3. Use small amounts of ink on pads; never soak them.
4. Keep pads closed when not in use.
5. To prolong the life of a stamp pad, do not pound your stamp against it any more than is absolutely necessary.

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1 What benefits result from the use of marking machines?	When a store does sufficient marking to warrant their use, the machines result in speed, accuracy, guaranteed legibility, and control of the marking process.
2 What is the standard machine for marking ready-to-wear?	The string-tag machine.
3 What factors should be reviewed when use of the rubber stamp method of marking merchandise is being considered?	a. This method is usually restricted to articles which are not so large that finding the price mark would be difficult. b. It is used, whenever possible, on fast-moving items of low price where a small profit margin precludes the use of more expensive marking methods. c. It is used on merchandise wrapped in paper or cellophane. Cont.

	d. It is used on merchandise that can be stamped directly without defacing the merchandise.
4 What is the main advantage of a band stamp over a block stamp?	The band stamp is adaptable for price marking a variety of merchandise. The block stamp is not.

Project

1. If the store where you are training uses marking machines, what type are they? What merchandise is not marked by the marking machine?

2. What merchandise does your training station require to be marked by hand? Which method is used most, the rubber stamp or pencil method?

Assignment 17

PUNCH CARD MARKING

Automated Data-Keeping

There are many types of price tickets which can be used to provide specialized sales and stock records.

One such price ticket is a small card with punched holes to denote the retail price, classification of merchandise, and other desired information. These holes can be "read" automatically by electronic equipment. It works this way: A portion of each price ticket is retained at the time of sale. Then all tickets for one day's sales are sorted by a machine that arranges the cards in any desired order. The sorted cards are then used by a tabulating machine to prepare a detailed sales report.

Figure 42 shows examples of punch card tickets after they have been coded.



Figure 42: Holes in these coded price tickets can be read electronically.

Nonmarking

In many lines of merchandise, including packaged groceries, drugs, notions, small hardwares, electrical accessories, stationery, plumbing supplies, glassware, and many other fast-selling staple items, it has been found practical to eliminate individual price marking and place the merchandise in containers, trays, or shelves on which the price marks are conspicuously displayed. This rule generally applies to all merchandise selling for twenty-five cents or less. The prices of some high value merchandise, such as tires, storage batteries, greases, oils, and other bulk commodities, may be indicated on conveniently placed price charts.

Where merchandise is "container-marked," it is necessary, of course, that items be distinctly separated in their trays, bins, or shelves to eliminate the possibility of confusion in the minds of customers and salespeople. The date of purchase, style, and lot number may be indicated on the tray or shelf in the reserve stock record in the stockroom.

Nonprice marking saves time, labor, and expense for price tags.

Bulk Marking

"Bulk" or "deferred" marking is a system frequently used with goods that move to reserve stock in the original shipping containers or at least in bulk packages. At this time the price is placed only on the container. The individual units are not marked until the merchandise is requisitioned and transferred to forward stock.

Bulk marking is common with small, low-unit-value articles and those with frequent price fluctuations. Such items as books, toys, drugs, towels, and groceries are handled this way in many cases.

Premarking

Premarking is done by the manufacturer, usually at the request of the store. It is a good method for items which, because of packing or other reasons, are difficult to mark in the store.

Sometimes the store makes out tickets and sends them to the manufacturer to attach to the merchandise. Frequently, the manufacturer makes up the tickets and marks the items according to the specifications set up through special arrangement by the store. Men's clothing and women's hosiery are examples of merchandise that are sometimes purchased with price tickets attached.

Marking Standards for Manufacturers

Standards have been adopted by the National Retail Merchants Association Traffic Group to insure preticketing and premarking that will be worthwhile to stores and will justify the manufacturer's expense. These standards should be considered by stores before approaching manufacturers for preticketing and premarking. This will bring about greater conformity in demands and will lead to greater manufacturer compliance with store requests.

1. Pin-attached tickets should be three-part tickets (with two perforated stubs for unit control purposes). String-attached tickets should be four-part construction.
2. Each section of the ticket should indicate in some manner the manufacturer's name, trademark, or code to permit identification when separated from the main body of the ticket.
3. The amount of information on a ticket will vary according to type of merchandise and can usually be determined by the breakdown detail on purchase orders. Commonly, information will include style number, size, color, and fabric.
4. Style numbers should be arranged in a systematic manner so they can easily be converted into classification codes. For example,

a manufacturer of women's undergarments might designate panties in the 1000 range of style numbers, gowns in the 2000 range, slips 3000, and petticoats 4000.

5. The manufacturer's suggested selling price should be printed on each stub, close to the bottom of the ticket, with ample room above it for repricing. If there is no suggested price, space should be left at the bottom for individual stores to imprint prices.
6. Other than price, all descriptive information should be kept as close to the top of the ticket as possible. This will leave sufficient space between this information and the price for two or more price changes and entry of other information, such as department number, season code, and classification.
7. To best serve the purposes of the majority of National Retail Merchants Association stores, the traffic group recommends that manufacturers of hanging ready-to-wear affix a four-part price ticket to each garment. Unless there is a suggested selling price, this ticket should have sufficient blank space at the bottom for stores to print their selling price and other information, such as department number and season code. Information printed at the top of each stub of the ticket should include manufacturer's name, trade name or code, style number, size, color, and fabric. Sufficient room should be provided between this group of information and the price for individual stores to enter additional information.

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1 How are punch card price tickets used in preparing sales and inventory reports?	A portion of the punch card price ticket is retained at the time of sale, and all tickets for one day's sales are sorted by a machine which arranges the cards in any desired order. The sorted cards are then used by a tabulating machine to prepare a detailed sales report.
2 Explain what is meant by the term nonmarking.	Nonmarking refers to the practice of eliminating price marking on certain merchandise and placing items in containers, trays, or shelves on which the price marks are conspicuously displayed.
3 For what merchandise is bulk marking most commonly used?	Bulk marking is common with small, low-unit-value articles and those for which price fluctuations are frequent.

4 What arrangement must be made for premarking merchandise?	Premarking is done through special arrangements between the store and the manufacturer.
5 Who premarks the merchandise?	Premarking is done by the manufacturer at the request of the store.

Assignment 18

RE-MARKING MERCHANDISE

Reasons for Re-Marking

There are several reasons why merchandise must sometimes be re-marked. It becomes necessary, for example, when merchandise is returned by the customer with the price ticket removed. (Approximately 9 percent of all purchases are returned by customers for exchange or refund.) When price tickets become separated or are lost from merchandise still unsold, the goods must be remarked. This procedure is also required by markdowns, which are sometimes necessary after goods have been marked and placed on the sales floor. Occasionally merchandise must be re-marked for markups.

How to Re-Mark

Will the re-marking be accomplished by issuing new tickets, clipping the old price and showing the new price, or showing both old and new price on the original ticket? It depends upon store policy, the size of the markdown, and the kind of ticket involved.

Care should be taken to make the re-marked ticket as neat and legible as the first. Whatever information the manager or supervisor wanted on the original ticket should be on the re-marked ticket also.

In the small retail store, the manager may give verbal instructions to mark down or mark up merchandise. In the larger store, however, the procedure usually calls for the buyer to fill out a report of change in retail price as illustrated in Figure 43. It is made in triplicate. The original is sent to the office, the duplicate to the marking division, and the triplicate copy is kept by the buyer for his records.

No. 100		Report of Change in Retail Price				Dept. No. _____		
INDICATE BY CHECK (✓) HOW THE ITEMS LISTED BELOW APPLY								
☐ Mark Down		☐ Mark Up Cancelling a Previous Markdown		☐ Mark Up Increasing Original Retail Price		Date _____ 192		
ORIGINAL (OFFICE COPY)	ARTICLES	REASON LETTER	PRICE RECORD			Quantity	Value Increase Decrease	Amount of Change
			Now Selling at	To Be Sold at	Difference			
REASON FOR CHANGE IN RETAIL PRICE _____								
APPROVED _____ Buyer			APPROVED _____ Merchandise Office					
IMPORTANT — This report must be made out for any change in the retail price. Present this book to the merchandise office for approval, where the original will be detached for office record. The duplicate or pink copy will then be detached and sent to the marking room with the merchandise to be remarked. Failure to make out this report for change in retail price will cause discrepancy in inventory.								

Figure 43: When prices change in a large store, the marking department may be notified by a form similar to this.

Handling Price Changes

Counts by trained personnel. Only those employees who are completely familiar with the location of the reserve stock, understocks, and seasonal merchandise should be permitted to handle counts for price changes. Merchandise in service rooms and windows and in the service department for repair should not be overlooked. Failure to include such merchandise causes inventory variance.

Price changes affect "on order" merchandise. Price changes should be made not only on merchandise on hand but also on orders for merchandise in receiving room, open order, and charged-not-received files.

Price changes on tags and containers. If a price change is to be made on crated or boxed merchandise that is individually marked, be sure

the new price is shown on the tag attached to the merchandise and on the container. If this is not done, an item can be removed from the container and sold at the original price.

Counts recorded and tags changed. Price changes and counts should be recorded on the forms provided, and tags on merchandise should be corrected at the same time. Price changes and counts should be recorded on the proper forms immediately--not on a scrap of paper with the intention of making the entry on forms later.

Who Supervises the Re-Marking

Receiving department control. In many stores the receiving department supervises the re-marking of merchandise but the actual work is done by salespeople. When this practice is followed, an employee of the receiving department checks the merchandise against the price revision form and sales people attach new price tickets or re-mark the merchandise another way.

Buyer control. On the other hand, some stores follow the practice of having salespeople re-mark under supervision of the buyer. If the merchandise is to be re-marked with hand-attached tickets, it can be done by salespeople with the understanding that the receiving department will make new tickets only from the original copy of the price revision form.

Re-Marking Machines

Machines are available for re-marking merchandise. They speed up the procedure, making it more economical. With some machines, merchandise can be re-marked without removing the price ticket. The edge of the ticket is inserted in the machine, which either clips off or cancels the old price and stamps on a new one, depending on the model used.

Figure 44 shows the price ticket after it has been remarked by a re-marking machine.

YOUR STORE NAME		
2E21	2C91X	75
14	61	E23
\$5.75	\$5.75	\$5.75
~~\$6.90~~	~~\$6.90~~	~~\$6.90~~
~~\$7.60~~	~~\$7.60~~	~~\$7.60~~

Figure 44: These tickets have been re-marked by machine, lowering their original price.

Re-Marking Customer Returns, Exchanges, and Refunds

There are at least three ways by which customers return merchandise to the store.

C.O.D. returns. Usually, these returns are merchandise refused by the customer. The original marking plus the sales receipt serve as re-marking authorizations, if reticketing is necessary.

Order-backs. A customer may request that the merchandise he or she wishes to return be picked up by the store. One part of the "order-back" voucher accompanies the merchandise to the receiving department, where it is re-marked.

Refunds or exchanges (in person). After the customer has returned the merchandise to the store, the merchandise can be re-marked in the department on authorization by the department manager. If new tickets are required, the refund or exchange voucher accompanies the merchandise to the receiving department. The voucher serves as an authorization to re-mark the merchandise.

INSTRUCTIONS FOR QUESTIONS Keep the right side of this page covered. Read the question below and write the answer on a separate sheet of paper. Now take the cardboard away from the right side of the page and look at the printed answer in the book. Is it the same as yours? If you have a different answer, then your answer is wrong. Go back and read the information for the assignment again. You should get the right answer. Then you go on to the next question or frame. If you have a question or if you are not sure of the question, ask your instructor/supervisor for help.	
1 What are some of the reasons why merchandise must be re-marked?	a. Merchandise is returned by the customer with the ticket removed b. Price tickets are lost during customer handling c. Markdowns d. Markups
2 How is re-marking accomplished?	a. Making new tickets b. Clipping the old price and showing the new price c. Showing both old and new prices on the original ticket
3 Who should be given the responsibility of handling the merchandise counts for price changes?	Only those employees who are completely familiar with the location of the reserve stock, understock, and seasonal merchandise.

4 How is the price change handled on merchandise that is individually marked and stored or is displayed in one large container?	If a price change is to be made on crated or boxed merchandise that is individually marked, be sure the new price is shown on the container and on the tag attached to the merchandise.
5 Who is responsible for controlling the re-marking activities?	In many stores, the receiving department supervises the re-marking of goods, but the actual work is done by salespeople. On the other hand, some stores follow the practice of having salespeople re-mark under the supervision of the buyer.

Project

Explain how your training station would re-mark merchandise because of:

a. Markdowns

b. Markups

c. Lost tickets

Module Topic: Distribution

Generalization: *Distribution involves sending merchandise to reserve stock, transferring it from one store location to another, or delivering it to the sales area and ultimately to the customer.*

Instructional Objectives:

1. Given two projects relating to Assignment 19 and instructions for completion, complete projects on systems for transporting and stocking goods. A checklist will be used to evaluate performance. All items on the checklist must be marked "Yes" by the instructor.
2. Given questions relating to Assignment 19, state the answers with 80% accuracy according to the answer key.

Competencies

Criterion-Referenced Measures

1. Comprehension of systems used for transporting and stocking goods.

1. Comprehension shown by completion of questions and two projects on systems for transporting and stocking goods (satisfactory to the instructor/supervisor). (Individual rating sheet prepared by the instructor/supervisor to be appropriate to trainee's training station experience.) "Yes" ratings assigned to all applicable items on the accompanying "Instructor's Checklist".

Instructor's Checklist

Check the trainee's performance in the following elements of projects on systems for transporting and stocking goods. Circle YES if the point was fully covered, and NO if it was not.

Activity	Rating	
1. The report was well written describing accurately all procedures for moving merchandise to stock areas in the store where trainee is working.	Yes	No
2. A precise explanation was given on how the movement of merchandise from the receiving area could be speeded up at the trainee's training station.	Yes	No
3. All writing was legible and easy to understand.	Yes	No

Teaching-Learning Strategies

References

Materials, Media,
& Other Resources

- Have trainee complete Assignment 19.

See App. F, Distribution.

Notebook

Rating Sheet

Appendix F

SECTION 5: DISTRIBUTION

Assignment 19

TRANSPORTING AND STOCKING GOODS

Why 'Right' Distributing Is Important

The children's clothing department was preparing for a back-to-school promotion. Mrs. Brown, the department supervisor, and the salespeople were taking merchandise counts, preparing special displays, and stocking incoming merchandise for the promotion.

During this busy period, a truck of three hundred boys' jeans was wheeled into the department from the receiving room. The jeans were priced and ready for the counter or reserve stock. But, before placing merchandise in stock, Mrs. Brown always liked to examine the shipment. She was always familiar with the merchandise because she had placed the order.

Examining the shipment, Mrs. Brown found two types of jeans on the truck. Both were priced at \$2.98 and bore the same article number. Promptly, Mrs. Brown called the receiving room and asked for a copy of the invoice used to check the jeans in.

The receiving employee brought two invoices. One listed ten-ounce denim jeans selling for \$2.98. The second invoice listed twelve-ounce jeans selling for \$3.98. The receiving employee knew what had happened. He explained it to Mrs. Brown.

The shipment of ten-ounce denim jeans selling for \$2.98 was checked and marked first. It was to be moved to the selling floor or reserve stock. But lack of definite instructions resulted in the jeans just sitting there. The next shipment was the twelve-ounce jean, which sells for \$3.98. This shipment was received and checked immediately after the first shipment--and, in fact, was placed on the table with the first shipment. Thinking they were

part of the first shipment, markers tagged the \$3.98 jeans at \$2.98.

Had it not been for Mrs. Brown's merchandise knowledge, this could have been a costly mistake. This is only one example of why correct distribution procedures are important.

What Distribution Involves

Distribution is another step in the greater task of assembling, preparing for sale, and transporting goods from supply departments to the customer. After merchandise leaves the receiving, checking, and marking operations, it becomes involved with distribution. Further defined, this function involves sending merchandise to reserve stock, transferring it from one store location to another, or delivering it to the sales area and ultimately to the customer.

Why Prompt Distribution Is Necessary

Inefficiency in distributing marked merchandise is usually traceable to inadequate store rules pinpointing responsibility for distribution. It is important that merchandise be removed from the receiving area as quickly as possible. Otherwise, the receiving room will become congested and the entire receiving process slowed.

Congestion results in misplaced, soiled, or damaged merchandise. Any or all of these misfortunes result in loss to the store.

Determining the Routing

Routing the merchandise after it has been checked and marked is the responsibility of the proprietor of the small store. In a chain store the responsibility lies with the manager. In a department store, it usually lies with the buyer or department manager.

The manager or owner of the small store usually tells the marker where to move the merchandise. In large stores the merchandise is usually moved to the reserve stock area unless the buyer or department manager has directed that the merchandise be moved to the selling floor.

A good general time rule is that merchandise received up to mid-afternoon on any day should be checked, marked, and sent to forward or reserve stock on the same day.

Arranging Merchandise in Stock

Reserve stock is merchandise not needed or wanted immediately on the selling floor. Before merchandise is placed in the reserve stock area, it should be marked. In a small store the reserve stock area is frequently in the basement. In larger stores it is usually on one of the upper floors. Many stores do not have any space for reserve stock. An example is a specialty store that has its entire stock behind the counters or on racks on the selling floor.

The layout of the reserve stock area should be similar to that of the forward stock arrangement. The reserve stock area should be located as near the selling area as possible. Most stores no longer depend upon windows for interior lighting. This makes it possible to provide a stock area around the perimeter with a partition separating the stock area from the selling area. This plan results in fast service to the customers and aids the salespeople in closing sales.

Usually, the capacity of the forward stock space should be several days' supply. Each day, however, the forward stock should be checked and needed merchandise brought up from reserve stock.

It is important that the reserve area be protected from dust and dirt. Many losses are the result of soiled merchandise. Old stock should always

be moved to the front when similar, new merchandise is shelved. (This is a reason for the importance of the season letter or number on the price ticket.) This procedure is called "stock rotation."

INSTRUCTIONS FOR QUESTIONS Keep the right side of this page covered. Read the question below and write the answer on a separate sheet of paper. Now take the cardboard away from the right side of the page and look at the printed answer in the book. Is it the same as yours? If you have a different answer, then your answer is wrong. Go back and read the information for the assignment again. You should get the right answer. Then you go on to the next question or frame. If you have a question or if you are not sure of the question, ask your instructor/supervisor for help.	
1 What are the final steps in distribution?	The final steps involve sending merchandise to reserve stock, transferring merchandise from one store location to another, or delivering it to the sales area and ultimately to the customer.
2 Why is it important to move merchandise out of the receiving area as quickly as possible?	Unless the marked merchandise is removed promptly, the receiving area becomes congested and the entire receiving process is slowed.
3 What is a good general time rule governing the movement of merchandise to stock areas?	A good general rule is that merchandise received up to mid-afternoon should be checked, marked and sent to forward or reserve stock the same day.

4 Who decides where the merchandise should go after it has been marked?	The proprietor or store manager decides where the merchandise should go in the small store; the manager decides in the chain store; the buyer or department manager in the department store.
5 What is meant by "stock rotation"?	Old stock is moved to the front of the shelf when new stock of the same item is added.

Projects

1. Write a report describing procedures for moving merchandise to stock areas in the store where you are training.
2. Explain how you think the movement of merchandise from the receiving area could be speeded up at your training station.

Module Topic: "Correction" Department

Generalization: *Many transactions take place in the "Correction" Department. Sometimes it becomes necessary for a store to return merchandise to the manufacturer or wholesaler for exchange or credit.*

Instructional Objectives:

1. Given questions relating to Assignments 20 and 21, state the answers with 80% accuracy according to the programmed answer key.
2. Given instructions for handling a vendor return and four projects relating to Assignments 20 and 21, complete all four projects. A checklist will be used to evaluate performance. All items on the checklist must be marked "Yes" by the instructor.

Competencies

Criterion-Referenced Measures

1. Ability to properly handle a vendor return.

1. Completion of four projects relating to the handling of vendor returns which meet instructor's/supervisor's approval. (Individual rating sheet prepared by instructor/supervisor to be appropriate to trainee's training station experience.) "Yes" ratings assigned to all applicable items on the accompanying "Instructor's Checklist".

Instructor's Checklist

Check the trainee's performance in the following elements of projects concerning the handling of a vendor return. Circle YES if the point was fully covered, and NO if it was not covered.

Activity	Rating	
1. Trainee sketched on a diagram all locations of reserve stock areas in the store where training.	Yes	No
2. Trainee satisfactorily explained some reasons why trainee's training station has recently sent merchandise back to vendor, listing returns accepted and not accepted by the vendor.	Yes	No
3. Trainee secured a merchandise return form from the training supervisor, filled out the form properly and placed it in his/her notebook.	Yes	No
4. Trainee wrote an acceptable report describing the packing and shipping of merchandise that is to be returned to the manufacturer.	Yes	No

Teaching-Learning Strategies

References

Materials, Media,
& Other Resources

- Have trainee complete
Assignments 20-21.

App. G, "Correction"
Department

Notebook

Rating Sheet

Appendix G

SECTION 6: "CORRECTION" DEPARTMENT

Assignment 20

RETURNS TO VENDORS

The Story of a Late Shipment

It was a busy time of the year for most retailers. Summer was changing into early fall, and schools were beginning a new year. The holiday season wasn't far behind.

At White Department Store, they were experiencing excellent sales. The manager and owner, Mr. White, checked the merchandise and sales situation in all selling areas every day.

During one of Mr. White's daily trips, he noticed that the counter stock was low on one of their best-selling long-sleeved sport shirts. Even more alarming was the fact that a sales promotion was scheduled the next week, and this shirt was to be a leading promotion item.

The department manager told him that a large order had been placed on the shirt sometime ago and that it was one week past the indicated delivery date.

Immediately, Mr. White and the department manager went to the receiving room to check on the invoice. Many times the invoice is sent a few days ahead of the shipment to indicate that the shipment is in-transit. Unfortunately, Mr. White found that the invoice had not been received.

With the sales promotion less than a week away and the deadline near for last minute changes in advertising, Mr. White and the department manager decided to promote another item, and the department manager canceled the order with the manufacturer, stating his reasons. Mr. White also instructed the receiving manager not to accept the order of shirts if it had been shipped.

Two days after the sales promotion had ended, the shirt shipment arrived. Apparently, the manufacturer had shipped the merchandise before

receiving the cancellation from White's. The manufacturer had to bear the shipping expenses when White's refused the shipment. The reason given was "failure to deliver within the time specified on the order."

This episode demonstrates the circumstances under which merchandise is sometimes returned to the vendor. In this unit, this and other reasons for and procedures in returning merchandise to vendors will be discussed.

Reasons for Returns

It sometimes becomes necessary for a store to return merchandise to the manufacturer or wholesaler for exchange or credit. The buyer or the store manager decides whether to return the merchandise. However, it is the receiving department's responsibility to make certain the decision is carried out.

Legitimate reasons for returns by retailers to the seller (returns to vendors) include the following:

1. Failure to deliver within the time specified on the order.
2. Substitution of styles, sizes, colors, or materials.
3. Defective merchandise.
4. Unsolicited and unordered merchandise.
5. Merchandise inferior to the samples on which the order was based.
6. Merchandise received in excess of that actually ordered.
7. Merchandise that was bought as exclusive but turned out not to be.
8. Merchandise returnable by special arrangement.

The retailer should notify the seller that the merchandise is to be returned and make all returns as promptly as possible. This is a matter of courtesy to the seller and eliminates needless correspondence.

Unfair Returns

Circumstances which do not represent legitimate reasons to cancel an order or return merchandise include:

1. Merchandise delivered in full compliance with the order.
2. Merchandise ordered for a promotion which did not prove successful.
3. Merchandise in stock on which the market price dropped.
4. Merchandise damaged in handling after receipt by the buyer.
5. Merchandise returned for causes not attributable to the manufacturer.

Returns for Credit

Merchandise that is received on consignment or on a trial basis may be returned to the seller. If not sold, the entire order or any portion of the order may be returned for credit. However, the title to the goods remains with the seller until the retailer pays for the entire order.

Returns for Repair

This type of return differs from any other because the merchandise is returned to the store after repairs are completed. Usually, if the customer brings an article to be repaired, he will pay the expense of packing and shipping. If the store is responsible for damage to the merchandise through careless handling, the store must pay all transportation costs. However, if the merchandise is damaged or defective through no fault of the store and can be repaired, the return should be made to the vendor with transportation charges collect.

INSTRUCTIONS FOR QUESTIONS Keep the right side of this page covered. Read the question below and write the answer on a separate sheet of paper. Now take the cardboard away from the right side of the page and look at the printed answer in the book. Is it the same as yours? If you have a different answer, then your answer is wrong. Go back and read the information for the assignment again. You should get the right answer. Then you go on to the next question or frame. If you have a question or if you are not sure of the question, ask your instructor/supervisor for help.	
1 What is the new design for reserve stock location?	Many stores are now locating the reserve stock area around the perimeter of the selling area with a partition separating them.
2 What is meant by "returns to vendor"?	Armed with a legitimate reason, the retailer returns merchandise to the manufacturer for exchange or credit.
3 What are legitimate reasons for the return of merchandise by the retailer to the manufacturer?	a. Failure to deliver within the time specified on the order b. Substitution of styles, sizes, colors, or materials c. Defective merchandise d. Unsolicited and unordered merchandise e. Merchandise inferior to the samples shown, on the basis of which the order was placed Cont.

	f. Merchandise received in excess of that actually ordered g. Merchandise that was bought as exclusive but has also been sold to competitors h. Merchandise returnable by reason of special arrangements with the seller.
4 List circumstances that do not represent legitimate reasons for canceling orders or returning merchandise to the vendor.	a. Merchandise delivered in full compliance with the order b. Merchandise ordered for a promotion that did not prove successful c. Merchandise in stock on which the market price dropped d. Merchandise damaged in handling after receipt by the buyer e. Merchandise returned for cause not attributable to the vendor
5 Who pays the expenses of packing and shipping merchandise back to the vendor for repair?	The customer usually pays the cost of packing and shipping after a purchase is made. However, if the store was responsible for the damage through careless handling, it must pay all costs. If the damage or defect is the fault of the manufacturer and can be repaired, the retailer will send the merchandise back to the manufacturer with transportation charges collect.

2. Explain some of the reasons why your training station has recently sent merchandise back to the vendor. Which returns were accepted by the vendor and which were not?

Assignment 21

FORMS USED FOR VENDOR RETURNS

Merchandise Charge-Back

All returns on the invoice or returns of stock for credit are made on the basis of a charge-back to the vendor. Almost all stores, even the smallest, have a special form for listing returns to the vendor. A packing slip, which is a copy of the charge-back form, should be enclosed with the shipment, and an invoice should be sent separately by mail.

Memorandum Invoice

When goods are returned for repairs, the manager or buyer usually fills out a memorandum invoice instead of a straight charge to the vendor's account.

Packing and Shipping Merchandise Returns to Vendors

Checking. Returns to vendors are usually packed and shipped by the person who receives and checks incoming merchandise. The person should be careful to check the merchandise that is to be returned against the return form that has been filled out. He or she should make certain that the merchandise, department, quantities, and prices are correct before the item is packed and shipped.

Proper packing and shipping. Check shipments to see that the proper packing materials and containers have been used. If the merchandise is to be shipped in a container that has been saved for this purpose, be sure to eliminate all old shipping marks to avoid confusion. A shipping tag or label should be used.

CB 10883

foley's

A DIVISION OF

FEDERATED DEPARTMENT STORES, INC.
INCLUDING

ABRAHAM & STRAUS, BROOKLYN, N. Y.
BLOOMINGDALE'S, NEW YORK, N. Y.
BOSTON STORE, MILWAUKEE, WIS.
BLINDING'S, MIAMI, FLA.
FEDWAY STORES
FILING'S, BOSTON, MASS.

FOLBY'S, HOUSTON, TEXAS
GOLDSMITH'S, MEMPHIS, TENN.
LAZARUS, COLUMBUS, OHIO
RIEKE'S, DAYTON, OHIO
SANGER-HARRIS, DALLAS, TEXAS
STILLER'S, CINCINNATI, OHIO

foley's

P. O. BOX 1466
1110 MAIN STREET
HOUSTON, TEXAS

DUNS NO. 1680594

SHIP TO

ADDRESS

CITY AND STATE

CONTENTS MERCHANDISE
FOURTH CLASS MAIL

PRINT PLAINLY

POSTMASTER

THIS PARCEL MAY BE OPENED FOR
POSTAL INSPECTION IF NECESSARY
RETURN POSTAGE GUARANTEED

WAS MOSE
BILLED BY
A W C ?
IF SO
CHARGE
A W C

☐ AIMCEE
☐ WSLE CORP.
☐ OTHER _____

CHARGE TO - WHEN DIFFERENT FROM SHIPPING ADDRESS

DEPT NO

DATE _____

VENDOR INV NO & DATE

DATE: 11/11/13

TRANSPORTATION CHARGES
TO BE PAID BY:

INCOMING

INCOMING

OUTGOING

SHIP VIA

PACKING SLIP

PRINT PLAINLY

APPROVED

DEPT. ACB

ND12 MGR

211044

Figure 46: Return shipments are usually accompanied by a packing slip, which is a copy of the charge-back form.

JOE L. WARD COMPANY	
Automotive Equipment and Replacement Parts	
313-317 Washington Avenue	WACO, TEXAS 76703
POSTMASTER: This Package May Be Opened For Postal Inspection If Necessary. CONTENTS MERCHANDISE—4th CLASS MAIL	
FOR _____	
CITY _____	STATE _____
VIA _____	ON _____ VALUE \$ _____
FORM 407 A IF NOT DELIVERED IN 15 DAYS RETURN TO SENDER	

Figure 47: A shipping label.

4088-4 	To _____
	ON _____
	FROM _____
Joe L. Ward Co. DISTRIBUTORS OF AUTOMOTIVE SUPPLIES WACO, TEXAS	

Figure 48: A shipping tag.

INSTRUCTIONS FOR QUESTIONS Keep the right side of this page covered. Read the question below and write the answer on a separate sheet of paper. Now take the cardboard away from the right side of the page and look at the printed answer in the book. Is it the same as yours? If you have a different answer, then your answer is wrong. Go back and read the information for the assignment again. You should get the right answer. Then you go on to the next question or frame. If you have a question or if you are not sure of the question, ask your instructor/supervisor for help.	
1 When returning merchandise to the vendor, what necessary information about the shipment should he or she receive?	A packing list, which is a copy of the return form, should be enclosed with the shipment, and an invoice should be sent separately by mail.
2 What form is used when merchandise is returned to the manufacturer for repair?	When goods are returned for repair, the manager or buyer usually fills in a memorandum invoice.
3 Who is responsible for packing and shipping the merchandise being returned to the vendor?	The person who receives and checks incoming merchandise is responsible for shipping "return" merchandise to the vendor.
4 What should the person who is responsible for shipping the returns to the vendor look for when checking the merchandise against the return form?	He/she should make certain that the merchandise, department, quantities, and prices are the same as listed on the form.

5

Before using a container that has been saved from a previous shipment, what should you check for?

If the merchandise is to be shipped in a container that has been saved for this purpose, be sure to eliminate all old shipping marks to avoid confusion.

Projects

1. Secure a merchandise return form from your training supervisor. Fill in the form properly and place it in your notebook.
2. Write a report describing the packing and shipping of merchandise that is to be returned to the manufacturer.

Module Topic: Employment Outlook

Generalization: *Receiving clerks do the clerical work that is necessary to enable manufacturing companies, wholesalers, and other business firms to keep track of goods transferred from one place to another. Employment of receiving clerks is expected to rise about as fast as the average for all occupations through the mid-1980's as business expands and there are more goods to be distributed.*

Instructional Objective:

1. Given projects relating to Assignment 22 and instructions, complete projects on career possibilities in receiving. Trainee must determine career options and advancement opportunities in receiving operations to the instructor's satisfaction.

Competencies

Criterion-Referenced Measures

1. Determine career options and advancement opportunities in receiving operations.

1. Participation in discussion and completion of written summary report (to the instructor's/supervisor's standards).

Teaching-Learning Strategies

References

Materials, Media,
& Other Resources

- Have trainees complete Assignment 22.

App. H , Employment
Outlook

Notebook

SECTION 7: EMPLOYMENT OUTLOOK

Assignment 22

JOBS FOR SHIPPING AND RECEIVING CLERKS

Nature of Work

Shipping clerks and receiving clerks do the clerical work that is necessary to enable manufacturing companies, wholesalers, and other business firms to keep track of goods transferred from one place to another. The specific duties of shipping and receiving clerks depend on the size and type of establishment where they work. In many companies, one clerk keeps records of all shipments sent and received by the employer. In larger companies, however, shipping and receiving clerks may be employed in separate departments, working under the direction of supervisors who are often called head shipping clerks or head receiving clerks--or sometimes warehouse managers.

Before a shipment is sent out from a business establishment to a customer, shipping clerks check to be sure the customer's order has been filled correctly. They prepare the invoices and other shipping forms needed, look up freight and postal rates, record the weight and cost of each shipment, and check to see that the shipment is properly addressed.

They also keep records of the date and other details associated with each shipment. Sometimes shipping clerks requisition from the firm's stockroom the merchandise needed to fill each order, wrap and pack the shipment, and direct its loading on company trucks, ensuring that the weight is evenly distributed and fragile items are safely placed.

Receiving clerks do similar work when shipments reach their destination. They check to see whether their employer's orders have been correctly filled by verifying incoming shipments against the original order and the accompanying bill of lading invoice, or other records. They also check to

see whether the merchandise in each shipment has arrived in good condition. Receiving clerks maintain records of all incoming shipments and the condition in which they were received, and these clerks do other clerical work related to damaged or lost shipments. Routing shipments to the proper department of the company, section of the warehouse, or the stock-room may be part of their job also.

Where Employed

The number of shipping and receiving clerks employed in early 1967 was estimated at more than 325,000, and 465,000 in 1974. This represented a 43 percent increase in numbers of persons working as shipping and receiving clerks. Two out of every three worked in manufacturing firms, and another large group worked for wholesale houses or retail stores. The remainder were employed by transportation and freight forwarding companies and by other types of business firms.

Shipping and receiving clerks are employed in large factories, warehouses, and stores. The majority work in metropolitan areas, where such establishments tend to be concentrated.

Qualifications, Training, and Advancement

High school graduates are preferred for beginning jobs in shipping and receiving departments. Business arithmetic, typing, and other high school business subjects are helpful in preparing for the work. The ability to write legibly is important. Dependability and an interest in learning about the firm's business activities are also qualities which employers seek.

New employees are usually given on-the-job training under the supervision of an experienced worker. Special care and skill is required, for example, when the shipments handled include such merchandise as garments or

scientific instruments. Special knowledge of the regulations which apply to shipments abroad is necessary when merchandise is forwarded to other countries.

In some firms, beginners may help stockroom workers until they acquire a knowledge of the firm's products and ways of completing business transactions. In shipping and receiving rooms, newly hired clerks often start by doing routine work such as verifying addresses, attaching labels to shipments, checking the items included, and filing. As clerks acquire experience, they may be assigned tasks requiring a good deal of independent judgment--for example, handling problems that arise because of damaged merchandise or supervising other shipping or receiving room workers.

Work as a shipping or receiving clerk provides an excellent opportunity for an ambitious person to learn about a company's products and business connections. Some clerks, particularly those who acquire postsecondary training or take courses in transportation, may eventually advance to positions as warehouse managers, industrial traffic managers, or purchasing agents.

Employment Outlook

As the quantity of goods distributed increases with population growth, rising income levels, and business expansion, the number of shipping and receiving clerks is likely to rise slowly through the seventies. However, employment will probably rise more slowly than the volume of goods distributed. Shipping and receiving departments in firms handling large quantities of merchandise will undoubtedly be able to handle a greater volume of work with fewer clerks. They will continue to increase efficiency by streamlining record-keeping and modernizing warehouses through installation of moving belts and other labor-saving equipment. Even so, there probably will be a

gradual increase in the number of clerks whose main job assignment is in shipping or receiving work. Competition for the openings that arise may be keen; however, since this kind of work requires relatively little specialized training and the number of qualified applicants seeking entry jobs is sometimes large.

Earnings and Working Conditions

Shipping and receiving clerks in urban areas averaged \$169 a week according to a 1974 survey. This is about as much as the average earnings for all nonsupervisory workers in private industry, except farming.

Shipping and receiving clerks generally work a forty-hour week. Many receive time and a half for overtime. Night work and overtime, including work on Saturdays, Sundays, and holidays, may be necessary when raw materials are needed immediately on factory production lines, when shipments have been unduly delayed, or when other emergencies occur.

Some of the work done by shipping and receiving clerks requires physical stamina and strength. Most clerks must stand for long periods while they check quantities of merchandise. Locating numbers and descriptions on cartons often requires a great deal of bending, stooping, and stretching. It may be necessary for clerks to help load or unload shipments or move materials about in the warehouse. Occasionally, the work must be performed under considerable pressure in order to move shipments on time.

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Project

Discuss with a supervisor the career possibilities in receiving, checking, and marking operations. Write a report on your findings.

Module Topic: Receiving Clerk On-the-Job Experiences

Generalization: *Receiving Clerk On-the-Job Experiences* offers the trainee an opportunity to work on the job under the direct supervision of either an instructor or a supervisor. The trainee follows a training plan prepared by trainee and instructor which contains tasks to be performed relating to the work of a receiving clerk.

Instructional Objective:

1. Given a training plan and instructions, follow the plan and perform all tasks for a receiving clerk. Performance of tasks will be rated by the instructor/supervisor using the checklist on pages 7 and 8 of Appendix I. All items must be rated satisfactory or excellent by the instructor/supervisor.

Competencies

Criterion-Referenced Measures

- | | |
|--|---|
| <ol style="list-style-type: none">1. Apply receiving clerk principles when performing tasks. | <ol style="list-style-type: none">1. Performance of tasks in 15 areas related to the work of a receiving clerk.2. Use receiving clerk training plan checklist on pages 7 and 8 of Appendix I to rate trainee's performance. All items on the checklist must be rated satisfactory or excellent by the instructor/supervisor. |
|--|---|

Teaching-Learning Strategies

References

Materials, Media,
& Other Resources

- Have trainee complete all on-the-job experiences in the training plan at a satisfactory level of achievement.

See App. I, "Checklist for On-the-Job Experiences", pp. 7-8.

- Present Certificates of Achievement for Receiving Clerk to trainees upon satisfactory completion of the course, signed by instructor/supervisor.

See App. I, "Certificate of Achievement", p. 9.

Appendix I

PART 2

RECEIVING CLERK

ON-THE-JOB EXPERIENCES

INSTRUCTIONS

TO THE TRAINEE

-

Review the ON-THE-JOB EXPERIENCES presented on the training plan for Receiving Clerk. Plan with your supervisor how you will complete each of the tasks at your training station. Rate yourself on each task after you complete it. Next, ask your supervisor to rate you, too. Repeat any experiences for which you receive an unsatisfactory rating by your supervisor. When all on-the-job experiences are rated satisfactory or better, you have finished the course for Receiving Clerk.

GOOD LUCK!

TO THE SUPERVISOR

- Review the ON-THE-JOB EXPERIENCES presented on the training plan with the trainee. Plan with the trainee how each experience can be completed. Give the trainee a rating for each task after it is completed. Ask the trainee to repeat any experiences if an unsatisfactory rating is given. Point out how a better job can be done. When all on-the-job experiences are rated satisfactory or better, complete a Certificate of Achievement for Receiving Clerk and congratulate the trainee for a job well done.

RECEIVING CLERK TRAINING PLAN

On-the-Job Experiences

ON-THE-JOB EXPERIENCES	LEVEL OF ACHIEVEMENT	
	E - Excellent S - Satisfactory U - Unsatisfactory	
	Rating of Trainee	Rating of Supervisor
1. Receives incoming shipments of merchandise.		
2. Tallies invoices, bills of lading or delivery tickets.		
3. Determines discrepancies, losses, and damages.		
4. Marks identification on packages.		
5. Routes packages to proper departments.		
6. Keeps a written record of all entering merchandise.		
7. Writes duplicate discrepancy report when shipment and bill of lading, ticket or invoice do not agree.		
8. Marks on package apron number and number of packages in shipment.		
9. Signs postal receipts.		
10. Uncrates merchandise.		
11. Puts price tags on merchandise before sending it to proper department.		
12. Checks in merchandise by size and color against the order and invoice.		

ON-THE-JOB EXPERIENCES	LEVEL OF ACHIEVEMENT	
	Rating of Trainee	Rating of Supervisor
13. Sends invoices to bookkeeping office.		
14. Reports any receiving problems or discrepancies to the supervisor in charge.		
15. Practices safety procedures.		

RECEIVING CLERK TRAINING PLAN

Checklist for On-the-Job Experiences

Tasks Completed	Supervisor's Rating	
	Satisfactory	Excellent
1. Receives incoming shipments of merchandise.		
2. Tallies invoices, bills of lading or delivery tickets.		
3. Determines discrepancies, losses, and damages.		
4. Marks identification on packages.		
5. Routes packages to proper departments.		
6. Keeps a written record of all entering merchandise.		
7. Writes duplicate discrepancy report when shipment and bill of lading, ticket or invoice do not agree.		
8. Marks on package apron number and number of packages in shipment.		
9. Signs postal receipts.		
10. Uncrates merchandise.		
11. Puts price tags on merchandise before sending it to proper department.		
12. Checks in merchandise by size and color against the order and invoice.		
13. Sends invoices to bookkeeping office.		

Tasks Completed	Supervisor's Rating	
	Satisfactory	Excellent
14. Reports any receiving problems or discrepancies to the supervisor in charge.		
15. Practices safety procedures.		

CERTIFICATE OF ACHIEVEMENT

RECEIVING CLERK

THIS IS TO CERTIFY THAT _____

HAS SATISFACTORILY COMPLETED THE TRAINING PROGRAM

FOR RECEIVING CLERK.

SIGNED _____
Supervisor

DATE _____

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Washington, DC 20402

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The Ohio State University
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Englewood Cliffs, NJ 07632

The University of Texas at Austin
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